



First-Line Management Programme

Benchmarked to Level 3(CMI)

About the *Programme*

In modern business environments, successful execution depends heavily on competent, agile leadership at every level.

Arden University's First-Line Management Programme is an accelerated, high-impact pathway designed for new and aspiring managers to successfully transition into supervisory roles.

The curriculum focuses specifically on bridging the gap between individual contribution and team supervision through high-impact masterclasses. It maintains a flexible, adaptable framework that allows delivery to be tailored precisely to the operational needs of learners and their organisations.

Drawing on key themes from the Level 3 Team Leader occupational standard, this programme equips new and aspiring managers with the core professional skills and conscious behaviours required to deliver immediate workplace value and a clear Return on Investment (ROI). The programme culminates in a final assessment phase, to confirm eligibility for Foundation Chartered Manager status, embedding long-term career progression toward full Chartered Manager (CMgr) recognition.

Programme *Structure*

The programme is delivered within 3 key pillars, developing confident, reflective, and inclusive leaders rather than task-focused supervisors.

Alongside the three learning pillars, learners will attend executive masterclasses, complete a strategic impact project and complete a reflective professional discussion that supports progression to Chartered recognition (subject to eligibility).

1 PILLAR

Personal & Team Effectiveness

Centred on foundational self-management, personal development, and creating inclusive, psychologically safe team environments for diverse or early-career talent.

2 PILLAR

Managing Performance & Conflict

Provides the day-to-day operational tools needed to maximise team output, set alignment goals, monitor performance, and professionally resolve interpersonal workplace conflict.

3 PILLAR

Professional Practice & Management Impact

Supports the execution of a real-world, workplace improvement project to optimise workplace processes and evidence professional competence.

Key *Facts*

Cost:

£1,195

Embedded Professional Grade:

Foundation Chartered Manager (fCMgr) Status*

Duration:

A flexible delivery timeline up to Twelve months, with continuous access to the CMI Thrive digital ecosystem.

Delivery:

Our blended delivery model consists: of:

- Flexible, self-guided online learning journeys curated to complement core themes.
- High-impact masterclasses designed to build immediate workplace capability.
- Structured digital tools, including an exclusive Diagnostic Tool completed at the beginning, middle, and end of the programme to validate skill progression.
- Contextualised template resources, including interactive Worksheets, Checklists, and Action Scripts.

*Subject to eligibility and experience requirements

Entry

Requirements

Learners enrolling on this programme must meet the following criteria:

- Be a new, junior, or aspiring manager in employment with workplace responsibilities that align with team supervision and leadership
- Have a commitment to developing inclusive, conscious leadership behaviours
- Possess standard proficiency in the English language to actively engage in professional discussions and reflective writing
- To qualify for Foundation Chartered Manager status (CMgr), learners must be able to evidence at least 3 years of management experience by the end of the course (validated via an up-to-date CV or experience log)

Prospective learners will be streamed onto the most relevant course for them, and if someone does not meet the criteria for full Chartered or Fellow status, they will be reviewed for eligibility against the next available status.

Progression

Pathways

Upon completion of the programme, individuals progress to the final assessment phase of the programme to confirm their eligibility for Foundation Chartered Manager (fCMgr) status. This achievement supports their professional development and establishing a direct route toward full Chartered Manager (CMgr) status.

Programme

Pillar Overview

Personal & Team Effectiveness

MASTERCLASS 1

This module establishes the foundational self-management and interpersonal capabilities required to run a team efficiently while acting as a professional role model.

- Self-Management Approaches: Mastering time management and practical prioritisation frameworks (e.g., the Eisenhower Matrix).
- Leadership Intelligence: Demonstrating heightened emotional and social intelligence while actively prioritising personal and team wellbeing.
- Inclusive Environments: Implementing practical onboarding and integration strategies to establish professional expectations for individuals new to the workforce.
- Team Psychological Safety: Creating a culture of psychological safety, equity, and targeted coaching without compromising corporate standards.

Programme

Pillar Overview

Managing Performance & Conflict

MASTERCLASS 2

Learners develop the tactical management toolkits required to align individual outputs with organisational strategy and proactively handle friction.

- Performance Frameworks: Translating overarching organisational aims into team tasks using the "Golden Thread" and SMART objective-setting methodologies.
- Feedback Loops: Deploying continuous constructive feedback mechanisms via structured 1-to-1 meetings, 360-degree reviews, and structured and supportive feedback models.
- Operational Monitoring: Utilising performance indicators (KPIs) to monitor outputs and actively manage performance gaps, including strategies to boost individual accountability in team environments.
- Conflict Resolution: Utilising root-cause analysis (The 5 Whys) and professional communication frameworks to de-escalate interpersonal clashes.

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Pillar Overview

The Management Impact Project

MASTERCLASS 3

This hands-on module guides learners through the execution and reporting of a live workplace initiative designed to generate a clear return on investment (ROI).

- **Project Control Frameworks:** Practicing active project scoping, budget tracking, and risk management through RAID Logs (Risks, Assumptions, Issues, Dependencies).
- **Stakeholder Optimisation:** Managing cross-functional communication plans and role accountability utilising stakeholder mapping tools.
- **Business Improvement Benefits:** Delivering practical changes to improve processes, strengthen compliance, and support employee engagement and retention.
- **Data Synthesis & Reporting:** Collating, interpreting, and presenting basic productivity metrics or financial data via executive dashboards, milestone tracking charts, and spreadsheets.

Programme

Pillar Overview

MASTERCLASS 1

Final assessment & Professional Verification

To complete the programme and secure Foundation Chartered Manager (fCMgr) status, learners do not sit formal exam papers. Instead, Arden University utilises an agile, evidence-based verification process to confirm eligibility, experience requirements and professional competence:

1. Reflective Practice (CPD Log)

- Learners maintain a comprehensive Continuous Professional Development (CPD) Log throughout the programme.
- This documents critical reflections on personal growth, leadership behaviours, and planned next steps for ongoing career development.

2. Application of Learning (Professional Discussion)

- Competence is validated through a structured Professional Discussion at the end of the programme.
- Learners present their Management Impact Project report to demonstrate how they successfully applied their learning to optimise a live workplace process.



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take the next step?

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