



Leading Edge Professional Training and Development

Grŵp Llandrillo Menai working in
partnership with Bangor University
and The Management Centre (GLLM@TMC)



Y Ganolfan Rheolaeth
The Management Centre

Contents

3
A Powerful Partnership

4-13
Accredited Professional Training courses

- Association of Certified Chartered Accountants (ACCA)
- Leadership & Management (ILM, CMI)
- Chartered Institute of Supply (CIPS)
- Coaching and Mentoring (ILM)
- Chartered Institute of Personnel Development (CIPD)
- Chartered Institute of Marketing (CIM)

14-17
Higher Apprenticeship Programmes

- CIPD Applied Diploma in Human Resources (QCF)
- The Management Level 4 Framework
- Business Innovation & Growth

18 International Training

19 Bespoke Training for Business

20 Customer Feedback

Grŵp Llandrillo Menai (GLLM)
at The Management Centre (GLLM@TMC)
College Road, Bangor, Gwynedd, LL57 2DG

Phone: 01248 365981
Email: training@themanagementcentre.co.uk
www.gllm.ac.uk/busnes

 twitter.com/LlandrilloMenai
 facebook.com/GrŵpLlandrilloMenai

A Powerful Partnership

The Grŵp Llandrillo Menai Professional Training and Development Team, based at The Management Centre are dedicated to providing the very best in customer/student care and professional management support through working in Partnership with Bangor University and The Management Centre.

Highly experienced and qualified staff have come together with a common aim of raising the calibre of managers and leaders. The team has a wealth of experience of working in public, private and voluntary sectors.

Course delivery is **flexible** to suit the needs of organisations and individuals and can be in-house at The Management Centre facility or through a combination of **blended learning** channels to maximise your learning while minimising time away from the desk.

The delivery of all the programmes will have a wide range of teaching and learning methods such as a high degree of **participation** and **involvement**, group working, self-reflection, action learning, and outdoor team building activities.

Delegates will receive work based **support** outside the course delivery in the form of one-to-one tutorials, video conferencing, emails and / or telephone support.

The Management Centre is a premier, dedicated, conference and training centre with quality 4* Visit Wales rated accommodation. Overlooking the picturesque Menai Strait, the Centre provides an all-encompassing training experience where delegates can fully immerse themselves into an ideal learning environment.



Association of Chartered Certified Accountants (ACCA) Qualifications

Pursue a rewarding career in Accountancy, Management and Finance. Develop invaluable and transferable knowledge and skills enabling you to succeed in your ACCA tuition and further your career as a qualified professional.

The ACCA courses offered by GLLM@TMC are accredited by the Association of Certified Chartered Accountants (ACCA), the global body for professional accountants.

Who are ACCA courses for?

GLLM@TMC offer ACCA courses for both employers who are looking to develop the finance talent within their business; and for candidates seeking to become successfully employed in a number of different fields such as accountancy, auditing, taxation, treasury, business analysis, risk management, financial control and financial consultancy.

ACCA courses offered

- Fundamental level papers (F1-F9)
- Professional level papers (P1-P7)

All of the fundamental and professional level papers are available subject to student level and demand delivered over a 24-month cycle.

Skills taught and developed

The ACCA qualification equips finance professionals with a diverse and innovative range of skills and knowledge required for business.

Fundamental Level

Knowledge Module to develop knowledge and understanding of:

- F1 Accountant in Business;
- F2 Management Accounting
- F3 Financial Accounting.

Fundamental Level

Skills Module to develop knowledge and skills in:

- F4 Corporate & Business Law
- F5 Performance Management
- F6 Taxation
- F7 Financial reporting
- F8 Audit & Assurance
- F9 Financial Management

Professional Level

Essentials Module to apply relevant knowledge, skills and exercise professional judgement in:

- P1 Governance, Risk & Ethics
- P2 Corporate Reporting
- P3 Business Analysis Assessing

Professional Level

Options Module to apply relevant knowledge, skills and exercise professional judgement in:

- P4 Advanced Financial Management
- P5 Advanced Performance Management
- P6 Advanced Taxation
- P7 Advanced Audit & Assurance

Duration

ACCA at GLLM@TMC is delivered via a blended learning programme which is a flexible mix of attended sessions and online learning.

- A full day session to include face to face induction and tutorials
- Ten face to face tutorials or an option to dial in for online participation
- Revision sessions – two full days' classroom based
- Out of class support via email, phone or face to face

Benefits for the Organisation

Organisations benefit from having accountancy professionals who understand the needs of their business and those of their customers and can minimise future financial risks through effective evaluation and financial management control.

Benefits for the Individual

Individuals will benefit from a flexible programme of study that comprehensively covers the technical, financial and management skills required by accountants in business. The ACCA qualification is highly regarded by leading organisations around the world for example local and multinational companies, accounting bodies, educational institutions, governments and global entities such as the United Nations and the World Bank.

At The Management Centre, ACCA pass rate averages are above global pass rates. Course fees are competitive and a blended learning approach ensures flexible access for all.



ACCA

Laura-Anna Roberts, Finance Assistant, Galeri Caernarfon Cyf

“The ACCA Qualification has strengthened my potential in order to achieve a rewarding career that I am excited about.”



Leadership & Management Qualifications

Develop your organisation's strategic leadership and management skills to motivate and inspire others effectively in order to improve organisational performance and to achieve business success.

The Leadership and Management Programmes offered by GLLM@TMC are accredited with the Chartered Management Institute (CMI) the Institute of Leadership and Management (ILM).

Who are the leadership & management qualifications for?

GLLM@TMC offers Leadership & Management Programmes for First Line and Future Managers, Middle and Senior Managers and Senior Executives.

ILM

- ILM Award, Certificate & Diploma in Leadership & Management (Level 3) – First Line and Future Managers
- ILM Award, Certificate & Diploma in Leadership & Management (Level 5) – Middle Managers
- ILM Award, Certificate & Diploma in Leadership & Management (Level 7) – Senior Managers and Executives

CMI

- CMI Award, Certificate & Diploma in Management and Leadership (Level 5) – Middle Managers
- CMI Award, Certificate & Diploma in Strategic Management and Leadership (Level 7)

These courses are delivered in at various locations and, on a corporate basis, at the client's site. Bespoke packages are also available for employers to create their own organisational specific Leadership & Management programmes, as modules are self-contained learning experiences in their own right.

Benefits for the Organisation:

Ongoing career development holds the key to both individual's and organisational growth and sustainability. In fact, organisations need effective leadership in order to survive. The organisation will build its sustainability and profitability by getting greater results from their people in a way that grows and develops the talent in the business for the long term, bringing independent and internationally recognised forms of best practise into the team.

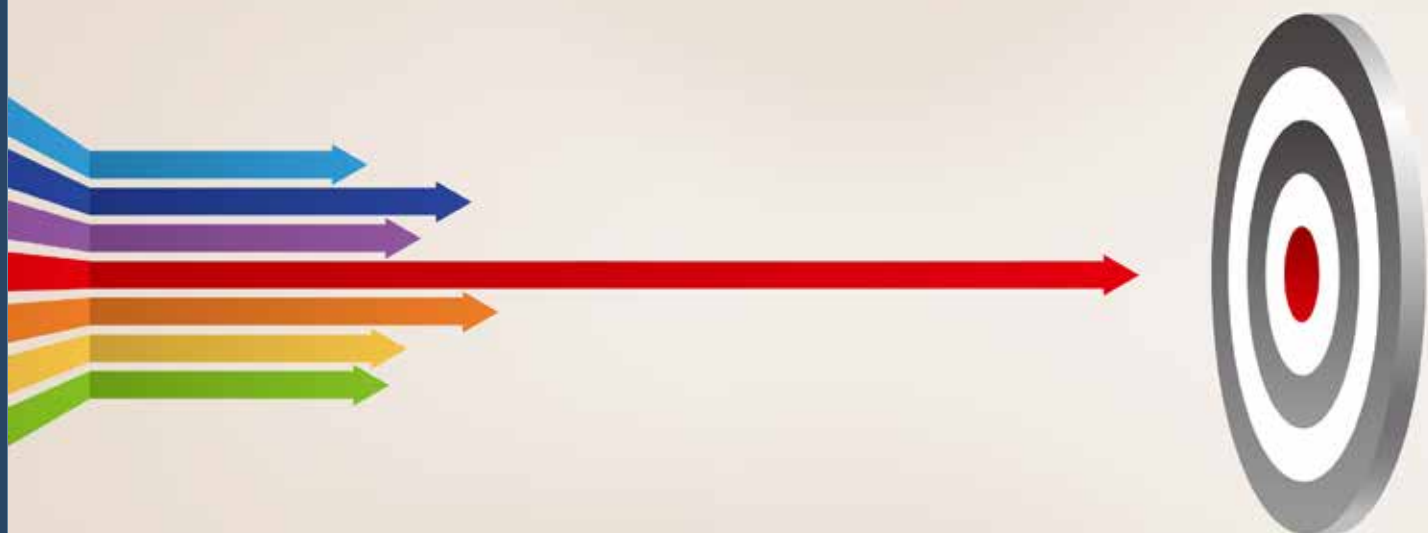
Benefits for the Individual:

Delegates will gain a nationally recognised high level leadership and management qualification and build a skill set that will help to optimise performance. The ability of the delegates to deliver significant results will be enhanced and, for many, will deliver greater job satisfaction as well as tangible rewards. Qualifications can also lead towards a Chartered Manager (CMgr).



Service Manager, Wrexham County Council
Mike Bell

“ Very worthwhile enrolling on this course as it can support Managers and aid them in applying learning to improve team performance ”



Chartered Institute of Procurement & Supply (CIPS) Professional Qualification

Who is it for?

Students can quickly build upon existing experience and qualifications to achieve a CIPS qualification. This honours degree level, professional qualification is increasingly promoted within the public and private sector and is specified by employers as desirable criteria within job specifications. Procurement and supply professionals, especially those who are well qualified and well trained, are regarded as a valuable asset to any organisation.

Benefits for the Organisation:

Procurement and supply management cuts across all sectors. For many organisations their biggest expense is the goods and services they buy, often up to 80% of the organisation's total costs. Procurement is regarded as the single most important area of expenditure that can influence business costs sustainability. Professional procurement can offer an improved cost base and enhanced profits for organisations.

Benefits for the Individual:

The Level 2 Introductory Certificate provides a good grounding knowledge for those who may not work in a purchasing role, but have some responsibilities in this area. **The Level 3 Advanced Certificate** is the ideal entry point for those new to the profession as no prior qualification or experience in a procurement environment is required. Entry to higher levels such as Diploma - **Level 4, Advanced Diploma - Level 5 and Professional Diploma - Level 6**, is dependent on qualifications and previous experience. Successfully completing the Professional Diploma - Level 6 can gain access to the Masters in Law/Procurement (LLM) programme delivered by the Law School, Bangor University as well as being eligible with the relevant experience for full CIPS membership status (MCIPS). Procurement and supply professionals are a necessary and valuable asset to any organisation, especially well-qualified and well trained individuals.



Coaching & Mentoring Qualifications (ILM)

Develop a coaching and mentoring culture, by ensuring coaches and mentors are properly equipped with the skills, knowledge and ethical understanding to be able to provide effective support for the development of others and improve performance in your organisation.

The Coaching and Mentoring Programmes offered by GLLM@TMC are accredited with the Institute of Leadership and Management (ILM).

Who is Coaching & Mentoring for?

GLLM@TMC offers Coaching & Mentoring Programmes for First Line and Future Managers, Middle and Senior Managers and Senior Executives.

- **Award & Certificate in Coaching (Level 3)** – First Line and Future Managers
- **Certificate & Diploma in Coaching & Mentoring (Level 5)** – Middle Managers
- **Certificate & Diploma in Executive Coaching & Mentoring (Level 7)** – Senior Managers and Senior Executives.

These courses are delivered in various locations or, on a corporate basis, at the client's site.

Benefits for Organisation:

The delegate will build the organisation's sustainability and profitability by getting greater results from the organisation's people, in a way that grows and develops the talent in the business for the long term.

Benefits for the Individual:

Delegates will develop a skill set that will help optimise the performance of themselves and others, therefore, making a significant impact to their key result areas. For employed participants, this often leads to greater job security, possibly opening the door to promotion opportunities by the nature of the impact they make. Self Employed practitioners will create measurable and billable results. It also enhances self-awareness and self-belief.

CIPS Level 5, Airbus
Elfyn Davies

“ CIPS theory has dramatically benefited my career within Procurement. ”

This is what one of our customers has to say...

“ Betsi Cadwaladr University Health Board has worked for many years in partnership with the college to deliver ILM qualifications. Feedback from our staff has always been positive with individuals citing increased confidence, development of leadership skills, problem solving skills, coaching skills to name but a few. ”



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Chartered Institute of Personnel Development (CIPD) Qualifications

Develop and enhance your knowledge of people management and human resources and give your staff the skills necessary to develop themselves and the people they lead.

The Human Resource courses offered by GLLM@TMC are accredited with the Chartered Institute of Personnel Development (CIPD).

Who are CIPD courses for?

GLLM@TMC offers CIPD programmes for Human Resources Professionals, Line Managers and Future HR Managers as well as Senior Managers and Senior Executives. Courses from the CIPD will allow managers to develop and enhance human resource management processes and practices within their own organisations.

CIPD courses offered

- **The Certificate in Human Resource Practice (Level 3)** - Foundation Level
- **The Diploma in Human Resource Management (Level 5)** - Intermediate Level
- **The Advanced Diploma in Human Resource Management (Level 7)** - Advanced Level
- **The Advanced Diploma in Human Resource Development (Level 7)** - Advanced Level

Skills taught and developed

The CIPD Foundation qualifications provide an ideal grounding knowledge for those who may not work in an HR role but do have some responsibilities in this area. **Level 3** is the ideal entry point for those new to the profession or those who are interested in developing their people management skills. Key HR areas will be covered throughout this course including:

- How to manage a recruitment and selection procedure
- Key areas of employment law
- Practical coaching and mentoring skills
- An overview of how a modern HR department operates

Entry to the Intermediate and Advanced levels is dependent on qualifications or previous HR experience. At both Intermediate and Advanced levels the emphasis is on how HR becomes a strategic business partner within organisations.

Key areas of study include:

- The external environment and how it affects an organisation
- Strategic approach to organisational reward
- How to attract, manage and retain talent within an organisation
- Advanced employment law
- Contemporary models of HR delivery including outsourcing and shared services

Duration

Both CIPD Foundation and Intermediate courses have a duration of one academic year. The CIPD Advanced level course has a duration of two academic years.

Benefits for the Organisation

HR is a vital resource across all industry sectors and is essential for the smooth running of all departments across an organisation. HR can act as a business partner to line managers which will lead to improved motivation, an engaged workforce and improved performance for the whole organisation.

Benefits for the Individual

Individuals will develop skills and knowledge in order to plan and implement a successful HR operation within their organisation, through practical and hands-on business experience.



Personnel Officer, North Wales Housing
Michelle Hughes

“I completed the Level 3 Certificate in HR Practice and then used this as a platform to complete the Level 5 Diploma in HR Management. The skills I learnt, and the quality of teaching I received during the Level 3 assisted my development and also confidence to undertake the Level 5. I funded these courses myself and during the Level 5 qualification I returned to full time employment (after maternity leave) as a HR and Training Administrator and then quickly progressed to an Officer role in a different organisation. Both of these CIPD qualifications were crucial for me achieving my goals of professional development.”



Chartered Institute of Marketing (CIM)

Develop and enhance your knowledge of professional marketing enabling you to deliver exceptional results for your organisation.

The Chartered Institute of Marketing courses offered by GLLM@TMC are accredited by the Chartered Institute of Marketing (CIM).

Who are CIM courses for?

GLLM@TMC offers CIM programmes for aspiring professional marketers, department managers, product/brand managers, account managers, marketing executives, business development managers as well as Senior Managers and Executives. Courses from the CIM will allow managers to be able to develop and enhance marketing management processes and practices within their own organisation.

CIM courses offered

- CIM Level 3 Foundation Certificate in Marketing
- CIM Level 4 Certificate in Professional Marketing
- CIM Level 6 Diploma in Professional Marketing

Skills taught and developed

The CIM Foundation qualifications provide an ideal grounding knowledge for those who may not work in a marketing role but do have some responsibilities in this area and wish to develop a marketing career. Level 3 is the ideal entry point for those new to the profession or interested in developing their marketing knowledge. Key marketing areas will be covered throughout this course including;

- Function of marketing within an organisation
- Factors that influence consumer behaviour
- Key components of the marketing environment
- How to collect relevant information from the marketing environment
- Concepts and elements of the marketing mix
- How to apply the marketing mix in different settings



Entry to the professional levels is dependent on qualifications or previous marketing experience. At professional levels the emphasis is on how marketing informs relevant strategic business decisions.

Key areas of study include:

- Marketing
- Integrated Communications
- Customer Experience
- Digital Marketing
- Marketing Metrics

Duration

Both CIM Foundation and Level 4 courses have a duration of one academic year.

The CIM Level 6 course has a duration time of two academic years.

Benefits for the Organisation:

Marketing is a key functional area in most customer-driven organisations. It is an umbrella for a process that includes product research and development, advertising and other promotions, and product sales and service. Ultimately, your business only succeeds if it manages to motivate targeted customers to buy the products and services you develop and offer. To do so, you need to identify your ideal customers, analyse their needs and motives, and get familiar with the benefits you offer that match well.

Benefits for the Individual:

Individuals will develop skills and knowledge in order to plan and implement a successful marketing operation within their organisation through practical and hands-on business experience.

Higher Apprenticeships

Tomorrow's growth for the UK will mean reshaping the economy around high value and high skill activities within an intensely competitive global market. This means that employment now, and in the future, requires more highly skilled people. Higher apprenticeships provide the best combination of on the job training, with employees studying for a higher level qualification to give an organisation the knowledgeable workforce it needs.

A Higher Apprenticeship is a nationally accredited work-based programme designed to meet employers' needs at higher skill levels and include qualifications at a level equivalent to higher education. They contain three main strands:

- Competence based element
- Technical element
- Skills element

The three strands are sometimes accompanied by additional qualifications to give the most relevant skills and knowledge required for the job.

What are the benefits to an Organisation?

Meet the unique needs of a business – Higher apprentices are able to develop the knowledge and occupational competencies demanded in specific job roles, and meet the unique needs of a business

Recruit from a larger talent pool – Higher apprenticeships enable businesses to attract and retain employees with potential, expanding workplace diversity and benefiting the local community and wider economy

Increase productivity – Higher apprentices can keep a business up-to-date with the latest techniques and technology, increasing productivity for the future

Fill higher level skills gaps – Higher level skills are vital to business performance and economic growth

Attract higher calibre staff – Higher apprenticeships can attract higher calibre staff and help develop a more motivated and committed workforce.



AIRP, Assoc CIPD Managing Director,
Letterbox Recruiting
Natalie Wood LLB (Hons)

“Undertaking the CIPD qualification was a great move for me personally but also for the company. Not only did it teach me the theory behind certain principles of human resource management but it enabled me to network with other professionals from local companies and share best practice. The tutors were fantastic, always on hand to assist, and the course coordinator Will Boulton executed the programme effortlessly.”

The CIPD Applied Diploma in Human Resources (QCF)

Higher Apprenticeship

Develop and enhance your knowledge of people management and human resources and give your staff the skills necessary to develop themselves and the people they lead.

The CIPD Applied Diploma in Human Resources (QCF) course offered by Grŵp Llandrillo Menai (GLLM) at The Management Centre is a Higher Apprenticeship qualification accredited by the Chartered Institute of Personnel Development (CIPD).

Who is the CIPD Applied Diploma in Human Resources (QCF) for?

This CIPD course is for current and aspiring managers who are already working within an HR field in their organisation. The course will arm them with the tools they need to be effective human resource professionals within their own organisation.

Skills taught and developed

The CIPD Applied Diploma in Human Resources (QCF) provides a valuable insight into contemporary HR practices. Key HR areas will be covered throughout this course including;

- How to manage a recruitment and selection process
- Contemporary areas of employment law
- Practical coaching and mentoring skills
- An overview of how a modern HR department operates

In addition there is much emphasis on how HR can become a strategic business partner within organisations.

Key areas of study will include:

- The external environment and how it affects an organisation
- Strategic approach to organisational reward
- How to attract, manage and retain talent within an organisation
- Advanced employment law
- Contemporary models of HR delivery including outsourcing and shared services

Mode of delivery

Studying for this qualification will incorporate a blended approach to learning. As well as classroom contact time, delivery will also be through the use of webinars, work books and podcasts.

Benefits for the Organisation

HR is a vital resource across all industry sectors and is essential for the smooth running of all departments across an organisation. HR can act as a business partner to line managers which will lead to improved motivation, an engaged workforce and improved performance for the whole organisation.

Benefits for the Individual

Individuals will develop skills and knowledge in order to plan and implement a successful HR operation within their organisation through practical and hands-on business experience.



The Management Level 4 Framework (Higher Apprenticeship)

Benefit from having a highly motivated and re-energised team of managers ready to put the knowledge and skills they have learned into practice for the benefit of the organisation.

Develop management and leadership knowledge to complement the skills and occupational competences required by middle managers.

Who is this course for?

The **ILM Level 4 Diploma in the Principles of Leadership & Management** is designed to provide Middle Managers, who have a mixture of operational and higher level responsibilities, with the key principles of leadership and management.

The **ILM Level 4 NVQ Diploma in Management** has been developed to help those managers and potential managers moving up from a first line management role into a middle management position. The qualification is ideal for those who still retain a responsibility for operational processes but are more removed from the day to day responsibilities of first line management.

Skills taught and developed

ILM Level 4 Diploma in the Principles of Leadership & Management - The apprenticeship will be delivered during 19 taught sessions over a 9-month period, using a blend of the following: Lectures, group work, presentations and assignments.

ILM Level 4 NVQ Diploma in Management - The majority of the work will be assessed in the workplace.

Duration

The course will run for a period of 18 months.

Benefits for Organisation:

The qualifications aim to provide employers with knowledgeable and competent middle managers who are able to utilise the skills and abilities of their employees in ensuring that strategic plans to achieve organisational objectives are implemented effectively.

Benefits for the Individual:

The qualifications help develop the underpinning knowledge required to effectively perform as a middle manager. Delegates also gain nationally recognised leadership and management qualifications.



Business Innovation & Growth

BTEC Level 5 Diploma in Innovation and Growth (in conjunction with the Peter Jones Enterprise Academy) Higher Apprenticeship

The new, unique and exciting Level 5 Diploma aims to develop organisational talent to become innovators of the future. Innovation plays an important role in organisations ability to be sustainable and gaining or maintaining competitive advantage.

Innovation is more than creating brand new products and services; it is about improving what already exists, developing a new mind-set for conducting business and providing a foundation for growing businesses.

Who is this course for?

The Diploma is suitable for Middle and Senior Managers.

GLLM@TMC offers a Business and Innovation programme to develop innovative and creative thinkers, who are able to multi-task, communicate and develop their organisations. The innovative mind-set will help uncover opportunities for an organisation within the challenges of operating in a changing world. The course is designed to help grow the next generation of innovative managers.



Skills taught and developed

There is a strong focus on developing skills needed by business to increase competitiveness in a global market, including:

- Creative problem solving
- Creative thinking and identifying opportunities
- High level critical thinking
- Using initiative and proposing solutions
- Teamwork and leadership
- Networking and negotiation
- Commercial awareness
- Time management

Method of study

The qualification is delivered via a combination of classroom sessions, workshops, on-line learning and independent study

Benefits for the Organisation

This exciting Diploma aims to provide employers with the talent needed to compete, grow and succeed in a competitive global market.

Benefits for the Individual

Individuals will develop the skills to be able to implement new ideas and cultivate different ways of thinking through practical, hands-on business experience and skills

International Training & Professional Development Programmes

The Management Centre is a training facility of excellence. Boasting four star residential, training and conference facilities it provides a stunning base for Grŵp Llandrillo Menai and Bangor University to offer the global business marketplace bespoke professional and leading edge training across all sectors and organisational levels.

All programmes are delivered by experienced international facilitators with wide reaching cultural, academic and practical industry experience.

We are pleased to offer clients professional development and training packages tailored to suit your needs and all of GLLM's programmes can be accredited.

Programmes Available

- Procurement
- Leadership and Management (including Chartered Management status)
- Accounting and Finance
- Coaching and Mentoring
- Human Resource Management
- Emotional Intelligence
- Business Innovation and Growth

Consultation and Training Needs Analysis

We can provide a training needs analysis for your organisation to determine a bespoke programme of courses within the above options.



Business to Business (B2B)

Grŵp Llandrillo Menai working in partnership with Bangor University provides programmes tailored to specific organisational needs. Developing existing and new employee skills and organisational capability will play a fundamental role in determining profitability, productivity and the success potential of businesses. Market success increasingly depends on a competitive skills base, and this makes skill development a key long term issue. Working with us you will be able to develop new strategies and business models to compete in tomorrow's markets.

Programmes and/or modules can be tailored to meet the needs and objectives of your organisation. The prime focus is to ensure that all of our programmes are designed and delivered to ensure an interactive and value added process which is aimed at supporting your organisation's sustainability.

Our consultants are able to design specific programmes for your organisation in the areas of:

- Procurement
- Leadership and Management (including Chartered Management status)
- Accounting and Finance
- Coaching and Mentoring
- Human Resource Management
- Emotional Intelligence
- Business Innovation and Growth

Each programme can be delivered at The Management Centre, pan UK or globally, by our highly experienced, hands-on tutors.

Please contact us to discuss a programme to suit your business needs.

Don't just take our word for it...

Corporate Development Manager Conwy County Borough Council
Carole Gooderham

“ We have worked with both Grŵp Llandrillo Menai and The Management Centre over a number of years to deliver bespoke ILM level 3 and 5 in Leadership and Management qualifications. We have always found our relationship with the organisation to be both positive and professional at all times. ”



Pennaf Housing Group
Lisa Ramage - Learning & Development Adviser

“ We have partnered with Grŵp Llandrillo Menai for several years in the delivery of our ILM Leadership & Management Development programmes. Our managers are given support and guidance throughout their studies and our high success rate is testimony of the college's commitment and expertise in management development. ”

North Wales Fire & Rescue Service
Janina Smith - People Development Manager, The Training Centre, North Wales Fire and Rescue Service

“ Grŵp Llandrillo Menai have been providing Leadership and Management training (ILM courses) to North Wales Fire and Rescue Service employees now for over ten years. Nothing is too much trouble, whether it is putting on Information sessions for potential students, or arranging additional student support either face to face, electronically or by phones. ”

North Wales Fire & Rescue Service
Andy Ballard, Corwen Fire Station

“ I attended the course because I thought it would benefit me in my relatively new role as Watch Manager. I really enjoyed the course and my main advice is to do all your work straight away, while it is still fresh in your mind. ”

Level 5 Diploma in Applied Human Resources Management.
Ann Owen – Deputy General Manager of The Royal Victoria Hotel, Snowdonia

“ The lecture time enables me to reflect upon and improve on HR duties currently undertaken. It is also nice to have confirmation that I am already following best practice in some cases and to be updated with the latest developments in HR Management ”

