

HIGHER APPRENTICESHIP

# Environmental Management

Level 4

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# Level 4 Apprenticeship

## ILM Level 4 Diploma in Management, with a focus on Environmental Management

This qualification is aimed at Managers, Middle Managers and Senior Managers. Candidates operating at Level 4 play an integral role in setting and supporting organisational objectives through a wide range of functions. These could include environmental managers or sustainability managers, providing leadership and management, developing and implementing operational plans and improving and maintaining the organisation's environmental performance.

### Contents

- 1 Apprenticeship Framework
- 2 Level 4 Diploma in Management & Principles of Leadership & Management
- 3 Essential Skills Qualifications
- 4 Welsh Language Development





# Apprenticeship Framework

The aim of the ILM Level 4 Management Apprenticeship with a focus on Environmental Management, is to develop your core leadership, environmental and sustainability skills. Take charge of your personal and professional development. Gain the skills to be able to plan and implement change and continuous improvement in the workplace.

## The programme prepares learners for roles such as:

- Environmental Managers
- Sustainability Managers
- Middle Managers
- Senior Managers

## Who is this Apprenticeship for?

The ILM Level 4 Diploma in Management with a focus on Environmental Management is ideal for managers moving into an environmental and sustainability position, who still retain responsibility for operational processes but are more removed from day to day line management duties.

## Overview

ILM qualifications offer a flexible way for individuals to gain international recognition of their skills and to help develop their career through the acquisition of new skills. Develop the knowledge and skills required to take on higher level responsibilities such as planning and implementing change. Learners can choose from a range of units, to ensure that they gain the skills needed to make improvements in the workplace.

## On completion of this Apprenticeship you will achieve the following:

- ILM Level 4 Diploma in Management (QCF)
- ILM Level 4 Diploma in Principles of Leadership & Management (VRQ)
- Level 2 Essential Skills
- Prentis-iaith Welsh Language Development

On the following pages, you will find information relating to the main qualification (Level 4 Diploma in Management & the Level 4 Diploma in Principles of L&M both

with a focus on Environmental Management), as well as other aspects that will make up this Apprenticeship programme, including Essential Skills and Welsh Language Development.



# ILM Level 4 Diploma in Management

This is the qualification you will be completing alongside your employment.

## Length of time to complete

We will tailor your learning programmes to suit your needs, so that each learner's experience is unique. While learner's needs will be different, **the recommended time to complete this programme is 18 months.**

## Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ACT delivery team, using a mixture of face-to-face and remote learning sessions.

An ACT assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month for approximately two hours to support progress.

Learners will also be set tasks to complete between each visit, for approximately 4 hours per month (please note – this is just a guide and will vary based on learner needs).

### **Examples of some of the tasks that might be set by our assessors include:**

- Product evidence – evidence obtained in the workplace e.g. audits, environmental performance plans and strategies
- Written assignments

In addition, there are a series of online workshops and learner led courses that provide practical and applicable support to work-based activities. These workshops are available for all learners to book onto – see below for more details.

## What you will learn

The Level 4 Diploma in Management is a programme made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business).

A brief overview of these units is below. Highlighted are the suggested units for Environmental Management

### Mandatory Units

#### **Group A**

- Manage Personal and Professional Development
- Provide Leadership and Management
- Develop and Implement an Operational Plan
- Develop Working Relationships with Stakeholders
- Develop and Implement an Operational Plan
- Develop Working Relationships with Stakeholders

### Optional units\*

#### **Group B**

- Develop and Maintain Professional Networks
- Encourage Learning and Development
- **Initiate and Implement Operational Change**
- Discipline and Grievance Management
- Manage a Tendering Process
- Manage Physical Resources
- **Manage the impact of Work Activities on the Environment**
- Prepare for and Support Quality Audits
- Conduct Quality Audits
- Manage a Budget

#### **Group C**

- Manage health and safety in own area of responsibility
- Contribute to the design and development of an information system
- Manage information systems
- Manage events
- Manage customer service operations
- Review the quality of customer service
- **Contribute to the improvement of business performance**
- Resolve customers' problems

- Manage a Project
- Manage Business Risk
- Manage Knowledge in an Organisation
- Recruitment, Selection and Induction Practice
- Manage Redundancy and Redeployment
- Promote Equality, Diversity and Inclusion in the workplace
- Manage Team Performance
- Manage Individuals' Performance
- Manage Individuals' Development in the Workplace
- Chair and Lead Meetings
- Encourage Innovation
- Manage Conflict in a Team
- Procure Products and/or Services
- Implement and Maintain Business Continuity Plans and Processes
- Resolve customers' complaints
- Analyse competitor activity
- Developing sales proposals
- Prioritising information for sales planning
- Negotiate in a business environment
- Collaborate with Other Departments
- Support Remote or Virtual Teams
- Contribute to the Development of a Strategic Plan
- Design Business Processes
- Develop and Manage Collaborative Relationships with Other Organisations
- Optimise the Use of Technology
- Manage Product and/or Service Development

\* Don't worry! During the first visit/meeting, our assessors work with all learners and employers to review which of the optional units are the most appropriate for your programme.

## Workshops

The Level 4 Diploma in Principles of Leadership & Management with a focus on Environmental Management is delivered by an approved ILM tutor via 5 one-day workshops and 2 e-learning / assessment modules over a number of pre-agreed dates and is assessed via 6 written assignments and a reflective log.

These workshops are delivered using a mix of face-to-face workshops and online programmes such as Microsoft Teams.

Each workshop runs for 2.5-3 hours and are run frequently. **We have provided an overview of these on the following pages.**

### 525 Improving and Maintaining the Organisations Environmental Performance

The workshop objectives are as follows:

- Understand the strategic context of environmental sustainability
- Understand how to identify and resolve environmental problems and issues through an environmental audit

### 507 Understanding the Organisation Environment

The workshop objectives are as follows:

- Be able to analyse how an organisation is affected by the macro-environment
- Understand the impact of economic and political factors on the organisation
- Understand the legal environment within which the organisation operates

### 332 Understanding sustainability and environmental issues in an organisation

- Understand sustainability and corporate social responsibility
- Understand environmental issues affecting the organisation and how these issues can be managed
- Understand the constraints and opportunities of an organisation's building(s) in being environmentally friendly



### **334 Understanding and developing relationships in the workplace**

The workshop objectives are as follows:

- To understand the needs and/or expectations of others
- Know how to meet the needs and/or expectations of others
- Know how to manage relationships where it is not possible to meet the needs and/or expectations of others

### **400 Understanding the Management role to improve management performance**

The workshop objectives are as follows:

- Organisational goals and objectives
- Managerial responsibilities for achievement of goals and objectives
- Identify areas for development and produce a development plan

### **417 – Managing and implementing change in the workplace**

The workshop objectives are as follows:

- Why is change important
- Why is it important to manage and implement change

### **409 – Managing Personal Development**

This unit is carried out through ongoing assessment throughout the duration of your qualification. It covers the principles behind managing your own personal development, along with activities to create a personal development plan (PDP), undertake learning activities and evaluate their effectiveness in affecting workplace performance.

## Have any questions about our Level 4 Diploma in Management?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact our Route Manager:

**Kelly Harry**  
**Route Manager for Management**  
[kellyharry@acttraining.org.uk](mailto:kellyharry@acttraining.org.uk)

# 3

## Essential Skills Qualifications

When you agree to undertake an Apprenticeship, you may be required to complete Essential Skills as part of your Apprenticeship framework.

### What are Essential Skills?

Essential Skills qualifications develop learners' knowledge and understanding of **Application of Number** (Numeracy), **Communication** (Literacy) and **Digital Literacy**. These qualifications enable learners to demonstrate that they can apply these vital skills to a range of situations whilst at work, in learning and throughout life.

The Essential Skills qualifications you are required to complete depend upon your previous qualifications, the Apprenticeship level you are completing and your own particular needs.

The Essential Skills qualifications are all available at four levels, depending on your individual needs (Entry 3, Level 1, Level 2, and Level 3) and includes:

#### Essential Application of Number Skills

- Understand numerical data
- Carry out calculations
- Interpret and present results findings

#### Essential Communication Skills

- Speaking and listening
- Reading
- Writing

## Essential Digital Literacy Skills

- Digital responsibility
- Digital productivity
- Digital information literacy
- Digital collaboration
- Digital creativity
- Digital learning

## Wales Essential Skills Toolkit (WEST)

All learners will undertake WEST when signing up for an Apprenticeship. These are a set of online skills assessments that calculate the level of ability and understanding in Literacy (Communication), Numeracy (Application of Number) and Digital Literacy.

The WEST assessments are not exams and have no pass or fail criteria. WEST assessments can be completed in Welsh or English, and the Application of Number assessment is bilingual (any learners who would like to explore this, just ask!). There are no set time limits for any of the assessments, but they must be taken under supervised conditions.

WEST is a vital part of your learner journey. The results help your Essential Skills Tutor plan your learning programme to meet your specific needs. As well as assessments, you will also be encouraged to use WEST to develop your skills throughout your Apprenticeship programme. Your Essential Skills Tutor will provide guidance on how to use WEST fully.

## Course Delivery

If you are required to complete your Essential Skills as part of the Apprenticeship framework, they will be discussed at your first visit with your Assessor and employer.

Through analysis of your WEST results and a detailed conversation, a learning plan will be put in place to support the achievement of any Essential Skills you are required to complete.

Together you will agree the best times and locations for the support for both you and your employer, balancing your personal needs and your work life commitments.

### Examples of how we will support you with this include:

- Support with a member of our Essential Skills team
- Attendance at group workshops
- Digital workshop sessions

If you have already achieved qualifications in literacy, numeracy or digital literacy, but would like to further develop these skills with the support of our Tutors, just let your Assessor know and this can be arranged for you.

### Length of time to complete

We tailor your learning programme to your needs; so, every learner's learning programme is unique. Whilst we cannot say for certain how long it will take to complete your Essential Skills qualification(s), we are able to give you a little guidance on time frames. These guidelines depend on the Apprenticeship level you are completing and your own particular needs. For example:

<b>Application of Number</b>	Approximately 7-8 weeks*
<b>Communications</b>	Approximately 8 weeks*
<b>Digital Literacy</b>	Approximately 4 weeks*

\*Includes Task and Test

### Please note:

- Each skills session is between 1.5 to 2.5 hours, depending upon method of support. Your Essential Skills Tutor will discuss the time required for your Essential Skills assessments with you, which will also depend upon the level you are taking.
- We often find that where we need to work with you to upskill by more than one level, we may ask you to attend some extra sessions with us. Don't worry – we have a range of ways that we can help you to do this (for example through skills sessions).
- We can support you on a one to one basis, but as you may appreciate these spaces are limited. Please discuss with your Assessor.

## Proxy

If you already hold qualifications, these may be used as 'proxy' towards your Apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill, if you wish.

Below are some examples, although this list is not exhaustive. All applications for proxy will be checked and confirmed at the start of your Apprenticeship. Please be aware that original certificates will need to be produced within the first 8 weeks in order to be exempt from Essential Skills.

Essential Skill	Proxy
Communication Level 1	GCSE G or above, Key Skills or Essential Skills Wales
Communication Level 2	GCSE C or above, Key Skills or Essential Skills Wales
Communication Level 3	AS/A Level E or above, Key Skills or Essential Skills Wales
Application of Number Level 1	GCSE G or above, Key Skills or Essential Skills Wales
Application of Number Level 2	GCSE C or above, Key Skills or Essential Skills Wales
Application of Number Level 3	AS/A Level E or above, Key Skills or Essential Skills Wales

This will be discussed with you before you sign up with us, and will also be followed up by your assessor before and during your first visit from us.

### Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact our Essential Skills Manager:

**Julie Maughan**  
Essential Skills Manager  
[juliemaughan@acttraining.org.uk](mailto:juliemaughan@acttraining.org.uk)

# 4

## Welsh Language Development

As part of your Welsh Government funded framework, you will be supported to develop and maintain your Welsh language skills for the workplace.

### What is Welsh Language Development?

ACT are committed to playing their part in the Welsh Government Million Speakers strategy. All learners will complete the Prentis-iaith Welsh Language Development course as part of your framework with us.

Don't panic – this is as a means of development and is aimed to support you with the development of your Welsh Language skills. This course is specially designed to give apprentices a basic knowledge of Welsh for the workplace and consists of 6 interactive modules to complete online. The course will be completed throughout your framework, with support from your assessor.

### Already bilingual?

If you are Welsh speaking you will undertake your learning bilingually. In practice this means that you can choose the elements of your learning that you would like to complete through the medium of Welsh. You will be able to discuss your particular preferences with your assessor.

### Have any questions about Welsh Language Development?

We are here to help. If you have any further questions or enquiries about the Welsh Development element of the programme, please contact our Welsh Development Manager:

**Non Wilshaw**

**Welsh Development Manager**

[nonwilshaw@acttraining.org.uk](mailto:nonwilshaw@acttraining.org.uk)