

Chartered Manager Degree Apprenticeship (CMDA)

Guidance for Line Managers

'To be the best managed business in our Sector... we've got to have the best managers.' Rupert Soames

Serco Education is proud to have been given the opportunity to deliver the **Chartered Manager Degree Apprenticeship**, a new apprenticeship scheme, the first of its kind in our industry.

The Chartered Manager Degree Apprenticeship (CMDA) provides an opportunity for managers at all levels within Serco to study for a business management degree accredited by the University of Wolverhampton. In addition, successful apprentices will gain Chartered Manager status with the Chartered Management Institute.

CMDA will benefit managers and senior managers of any age who take responsibility for people, projects, operations and/or services within Serco. With practical work-based assignments customised for Serco, the line manager of a CMDA apprentice should quickly see tangible benefits in the workplace as the apprentice demonstrates their learning and skills.

Programme Overview

Applicants signing up to the CMDA are committing themselves to a three year programme of study although prior learning and/or experience may reduce the amount of time it will take to complete the apprenticeship.

Once accepted onto the programme, each apprentice will agree an individual learning plan with their coach and their line manager or mentor. They then begin their academic studies, completing 6 modules a year. Each module will begin with a face to face workshop but the remainder of their studies will be online, maximising the flexibility of learning to suit not only the individual's needs, but also the needs of the workplace.

In addition, the apprentice will receive 2 visits each year from their coach who will ensure, with their line managers support that the learning is put into practice and help the apprentice develop a portfolio of evidence. The Coach will also meet the apprentice at two of the workshops and there will be a touch point via phone approx. 6 months into each year.

During the final year, the apprentice will be required to complete a work-based project as part of the degree. The coach will also visit the apprentice and their line manager at the end of each year for an annual review to ensure that progress is on track.

In order to successfully complete the CMDA, the apprentice will attend a one-day assessment centre once they have completed all activities.

Benefits to Serco

CMDA is one of the Trailblazer apprenticeships designed by employers. Serco has been involved in the design of this apprenticeship right from the beginning, welcoming the opportunity to expand both the practical and theoretical experience of our managers. The theory behind the qualification will develop management and leadership skills, knowledge, self-awareness and behaviours.

The modules of the degree will consider strategic decision making, setting direction and achieving results, building and leading teams, clear communication, developing skills and motivating others, fostering inclusive and ethical cultures, leading change, project management, financial management, innovation, risk management, business intelligence & developing stakeholder relationships.

This theory has to be put into practice in order to successfully complete the apprenticeship, with the expectation that each apprentice will deliver impact, behave ethically and demonstrate their commitment to continual learning and development.

What is my role as a line manager of an apprentice?

We will only accept applications from individuals who have the support of their line manager. You will be asked to provide a written statement in support of their application so that we are satisfied that each party understands the commitment being made. You will also be signing to confirm that you have read this guidance document.

You may wish to identify a mentor to support the apprentice throughout their programme of study rather than undertake this yourself. Regardless of whether you will be offering direct support or providing a mentor, we require a written confirmation of the support of the line manager.

Cost

The cost of the training programme is covered by the apprenticeship levy. However the apprentice will have to attend a 2 day face to face workshop, at the beginning of each block of 2 modules (18 in total, 6 per year). Workshops will be situated in the closest location for the majority of participants within the cohort so your employee may have to travel. You will need to agree with your employee whether your business unit will cover the cost of travel. It is unlikely that they will require accommodation but we recommend that you confirm what your business unit will cover prior to the programme commencing.

Time Commitment

Line manager or mentor identified by line manager will be required to:

- join the first meeting between the apprentice and coach for approx. half an hour to ensure that all key parties are aware of the requirements of the individual learning plan.
- actively contribute to the regular coaching/assessment sessions held with the apprentice twice a year – you will not be required to attend the full session. Some of these sessions will be observations by the coach of the apprentice undertaking certain activities. It is unlikely that you will be required to attend these events unless they are part of your daily work activities.

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- you may be asked to observe your apprentice undertake certain activities, for example, chair a meeting, give a presentation etc and complete a proforma to confirm that you observed certain skills and behaviours. The apprentice will add this proforma to their portfolio of evidence.
 - attend an annual review of progress between the coach, apprentice and yourself. This should not exceed 2 hours.
 - support the apprentice by providing a room within their normal place of work for the above meetings to take place in confidence
 - ensure that the apprentice is given time to attend the above meetings and the face to face workshops. This must not be deducted from their annual leave allowance. Please note that the workshops, webex sessions and coaching/assessment sessions are mandatory elements of the apprenticeship. The apprentice cannot successfully complete the programme without full attendance.
 - support the apprentice in their studies, identifying opportunities for them to develop their skills alongside their learning
 - provide the apprentice with support when identifying their work-based project in their final year of study. You will also be expected to help ensure that the apprentice has appropriate access to other staff, documents etc in order to carry out their agreed project.
 - In addition to the above mentioned workshops etc, apprentices should be given at least 3 days per month to study, complete assignments etc during years 1 and 2 and 1.75 days a month during year 3. This does not include the time needed to collect information for the work-based project in year 3. Study time should be flexible to minimise the impact in the workplace, such as 1 hour at the beginning/end of every day. This should be agreed between you and the apprentice prior to them starting the programme.

Next Steps

If the CMDA seems to be the right way forward for a member of your team and you are confident that they are committed to beginning their studies then they will need to complete an application form which can be found at www.leadershiplearningcentre.com. Once submitted they will have 5 days to complete a personal statement which we also require you as their line manager to sign. Your signature is required to confirm that you have read this guidance document and fully support the applicant. We will not consider applications unless we receive a personal statement which is also signed by the line manager.

We may invite applicants for interview as part of the selection process. Applicants will receive confirmation of their place on the CMDA approximately 6 weeks prior to the start date. Should an applicant be unsuccessful in their application they will be offered feedback and recommendations to help prepare them to study the CMDA at a later date.

CMDA cohorts will start in January, May and September each year and the application round will remain open throughout the year with published deadlines for each cohort.

Please remember that you have a key role in helping your apprentice successfully complete their programme of study. Without your support, encouragement and interest they will struggle to achieve this challenging programme. You can make a huge difference through offering them an additional hour or two to complete an assignment with the understanding that they make up the time at a later date.

Please go to our website: www.leadershiplearningcentre.com for more detail about this programme including FAQs.