

# International Management Qualification **Foundation Award in Management Principles**

(City & Guilds Scheme no. 2508)



**PROFESSIONAL DEVELOPMENT PROGRAMMES FOR MANAGERS**



**Institute of  
Leadership &  
Management**

# Why choose ILM qualifications?

The Institute of Leadership & Management (ILM) is Europe's premier body for leadership and management qualifications, offering a trusted route to improving your business skills.

Every year ILM recognises the professional development achievements of managers from team leader to board level, including managers of small businesses, social enterprises and those responsible for quality, the environment and human resources. Well over half a million managers have improved their own performance and brought real benefits to their employers by taking part in programmes such as these. Why not join them?

There are over 2,000 approved centres worldwide, delivering business management development programmes that are flexible, practical and quality-assured to ILM's standards – giving you the confidence that they will meet your needs, realise your full potential and enhance your skills and prospects for business success.

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## Foundation Award in Management Principles (FAMP)

The Foundation Award in Management Principles (FAMP) has been developed for candidates who have already achieved, or are studying towards, an International Vocational Qualification (IVQ) where some elements of management theory have been covered. Through successful completion of the FAMP, candidates will be able to show they have gained further knowledge in the core principles of management which will give support to their IVQ qualification.

The FAMP is designed to recognise candidate knowledge on a variety of management techniques. Although it is not directly aligned to the UK national qualifications framework, the content of the FAMP is based on material from the IMQ Introductory Certificate in Management - however it does not carry the same value of that qualification.

### Entry requirements

There are no formal entry requirements for this qualification and candidates may enter on the basis of self-study and/or previous experience in a management or supervisory role.

### Assessment

Assessment of the FAMP is by an examination paper consisting of 80 multiple-choice questions covering the four core areas of study (as identified in the following table). Candidates are given two hours to complete the question paper and must attain a pass in each core area to secure an overall pass. Those candidates who answer 65% of questions correctly will be awarded a Credit, those who answer 80% of questions correctly will be awarded a Distinction.

Candidates must be registered for the examination through an approved City & Guilds or ILM examination centre where appropriate invigilation procedures can be administered. The examination is available twice a year – in June and November – and is set and marked by ILM. All entries must be made directly to centres in the first instance.

### Qualification profile

Candidates will require knowledge of the following four core areas of management principles:

- **Managing people**
- **Managing information**
- **Managing activities**
- **Managing resources**



Leading  
management development  
across the world

# Foundation Award in Management Principles – Learning Outcomes

Candidates will need to understand the following:

## Managing people

- People at work, and what motivates them
- How effective employee motivation supports organisational objectives, motivation theories and self-actualisation needs
- The effects of change on people at work and the strategies to manage change in the workplace
- The causes and methods of reducing conflict in the workplace
- The role and significance of formal and informal groups in the workplace
- The range of leadership styles and their appropriateness in different work related situations
- The range of different organisational structures
- The principles of delegation
- The development and importance of work-based teams
- Techniques to identify individual and group training and development needs
- Techniques to review performance of employees
- Techniques for training and developing new staff
- Techniques for recruiting and selecting staff

## Managing information

- How to identify relevant sources of information to solve problems and make decisions in the workplace
- The different methods of recording, storage and retrieval of information
- The basic use of IT applications in the workplace, including word processing, databases and spreadsheets
- The need for security and confidentiality in the storage of information in the workplace
- The role of standard statistical techniques in supporting management decision making, including GANT charts, break-even analysis and critical path analysis
- The main methods of effective communication in the workplace
- How to select the most appropriate method of communication in the workplace
- The techniques for effective oral communication, particularly presentations, conduct of meetings and interviews
- The techniques for effective written communications, particularly memos, written instructions and reports
- The use of IT in communications, particularly e-mail, internet and video conferencing

## Managing activities

- The distinction between internal and external customers
- How to monitor the quality of service delivered to customers
- The importance of setting, and maintaining appropriate customer service standards
- The basic principles of quality management within an organisation
- The principle techniques in planning, organising and controlling work
- A manager's role in ensuring that health and safety standards are maintained in the workplace
- The principle techniques for monitoring and improving health and safety in the workplace
- Forecasting and its effect on an organisation

## Managing resources

- The basic impact of economic factors on an organisation, including inflation, unemployment, trade cycles, balance of payments and fiscal and monetary policy
- The importance of financial and management accounting information in management decision making
- The differences between, and the use of, balance sheets, profit and loss accounts, cash flow statements and break-even analysis
- The need for budgets and their use as a mechanism for monitoring and controlling the business and related to performance
- The basic sources of budgetary information – labour, materials and overhead costs
- The importance of the purchasing/supply function in a successful business
- The basic principles of stores and stock control, including knowledge of the JIT process, purchasing mix and inventory management
- The need to ensure that goods and services supplied meet the required specification
- Manufacturing costs and forecasting
- Assets and asset management

## ILM membership

While studying for an ILM qualification candidates can enjoy the benefits of ILM student membership. For further details on ILM membership please e-mail [membership@i-l-m.com](mailto:membership@i-l-m.com) or visit the ILM website [www.i-l-m.com](http://www.i-l-m.com).

## Overview of ILM International Management Qualifications

**ILM's range of International Management Qualifications (IMQs) is designed to meet the specific needs of the international market whilst retaining clear links to the UK framework of qualifications. There are four qualifications available:**

- Foundation Award in Management Principals (FAMP)
- Introductory Certificate and Certificate in Team Leading
- Introductory Certificate and Certificate in Management
- Introductory Certificate and Diploma in Management

**What do**  
I do now?

Contact your local ILM Centre



or contact **ILM**

T +44 (0) 207 294 2470  
F +44 (0) 207 294 2402  
E [customer@i-l-m.com](mailto:customer@i-l-m.com)  
[www.i-l-m.com](http://www.i-l-m.com)



**Institute of Leadership  
& Management  
1 Giltspur Street  
London  
EC1A 9DD**



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