

CASE STUDY: Management

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BACKGROUND

I am the owner and director of a security firm, and have been for over 20 years. I enjoy running my own business, working with my team, and the variety that it brings, but like most other people in this industry I entered it without any formal qualifications in management. I received a call regarding management training in the area, which I signed up for, as well as 3 of my team, and was looking forward to achieving a qualification in management.

My tutor was friendly, polite and best of all contactable via email and the telephone whenever I needed to talk to her in between our monthly visits. She guided me through my course and nothing was too much trouble, and I have to say I learnt a lot, especially about procuring products and services, as well as managing change.

My tutor's knowledge of management and the overall industry was brilliant and the whole experience was very enjoyable from start to finish. I am hoping to now progress with my tutor onto another training programme in future to gain further qualifications, and I would recommend the course to anyone who wants to gain a qualification in management.

A DAY IN THE LIFE OF...

"The course meant I had to work at it, but my tutor was brilliant, I got all the support I needed and nothing was too much trouble."

Although I run the business, I collaborate with others in my team on a daily basis, and my day starts with allocating the day's work to my team, discussing priorities and target dates for completion, and then I communicate with existing clients to procure further business contracts. Every morning each department comes together and we have a brief meeting to discuss anything that will affect

"This course gives me the edge as I now fully understand the importance of good people management and how this affects the business."

the business, such as staff issues, vehicle problems or client complaints.

I find that having gained my management qualification, I am now fully qualified to manage my team of staff and understand the importance of good management within my department, and I enjoy understanding the importance of managing people and how this affects the success of my business, which is very important in order for us to continue winning contracts from our clients.

"To be able to prove to customers and employers that I am qualified and good at my job."