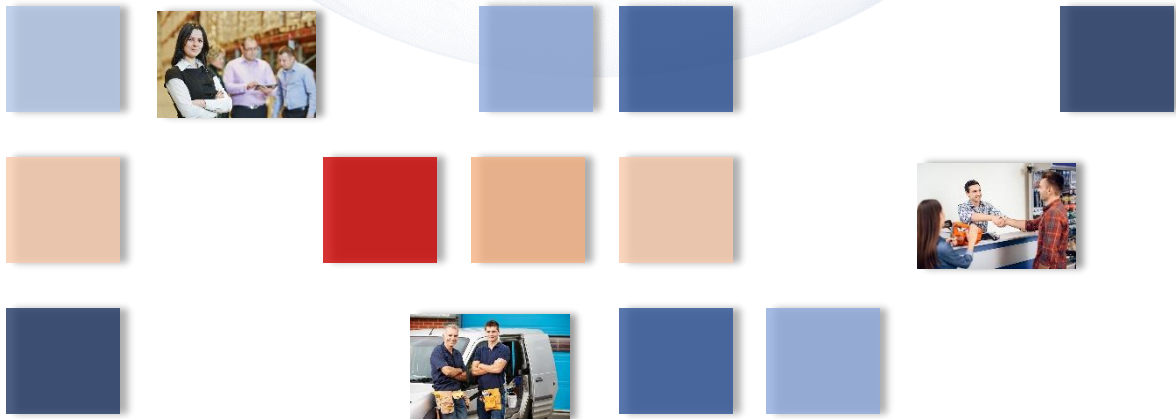




Diploma in Merchant Management

A BMF Learning Academy Product

Introducing the Diploma in Merchant Management



Introducing the DiMM

For the Employer – Benefits for your Business

One of the major challenges merchants face today is finding talented people who will fit-in with your ethos and produce results. This is especially the case with managers. In order to survive, develop, and grow, your business needs good managers; managers who are committed, skilled, and well-qualified. But where do you find such people?

You could recruit externally of course, but this is extremely time-consuming, costly, and potentially risky. Why not look internally instead and develop the talent you already have? The [BMF Diploma in Merchant Management](#) aims to help you do exactly that!

Upon successful completion attendees will not only have shown a commitment to their continuous professional development but they will also be far better prepared to manage the business.

They will have been exposed to modern managerial thinking and attitudes. They will have considered what they need to do to develop themselves further. They will also have shared ideas directly with other managers from within the builders' merchant industry.

Above all though they will be better equipped to manage *your* business.



Is it relevant?

Absolutely!

The [BMF Diploma in Merchant Management](#) is designed from the ground up to be relevant to managers and supervisors working in the builders' merchant industry.

The Diploma is open to all, but is especially relevant to existing managers and supervisors (or those who aspire to undertake these roles).

What is covered?

The [BMF Diploma in Merchant Management](#) covers a range of practical management issues including managing yourself, managing others, managing processes and managing change.

Attendees will learn not only key managerial skills but also how to apply these back at work.

How is it structured?

The [BMF Diploma in Merchant Management](#) comprises nine 'Learning Modules'.

Successful completion of the first three Modules leads to the award of a [Certificate](#), whilst completion of all nine Modules earns the full [Diploma](#).

Each Module is supported by distance-learning materials followed by a practical tutor-led 'Workshop'.

Diploma in Merchant Management - Overview

How is it assessed?

Individual progress is assessed via nine written papers and also during activities undertaken at the Workshops.

Each paper poses questions relating to the subjects covered in a Learning Module and is designed to test understanding of the key concepts. Each workshop will involve practical activities which will be assessed by the tutor.

In order to complete an assessment, attendees will need to draw upon what they have learnt and also their personal experiences at work. In so doing they will demonstrate an understanding of current management thinking and attitudes.



How long will it take?

The **BMF Diploma in Merchant Management** is a programme of part-time study that is designed to take between 18 and 24 months to complete.

What will be gained?

The **BMF Diploma in Merchant Management** is approved by the BMF as a programme of study relevant to the industry. It is also accredited by the CPD Certification Service so contributes to continuing professional development.

By successfully completing the programme participants will have gained a valuable understanding of modern management principles and will have shown a commitment to develop themselves.

They will have the confidence to apply their knowledge and skills to running a branch both more effectively and more efficiently.



How do I find out more?

Committing to this programme is a big step as it will involve a financial outlay as well as a significant investment of time.

If you therefore have any questions, please contact the BMF on **024 7685 4980** or by email at info@bmf.org.uk.

Diploma in Merchant Management - Overview

DiMM Structure

The DiMM is a structured programme of study divided into a number of *themes* and *topics*, as shown below.

Part A

Award	Theme	Content	Ref	Format
Certificate	Principles of Merchunting	Managing Stock I	C6	Knowledge based.
		Finance I	C5	Three sets of learning materials.
	Managing Others	Customer Care	C4	Three contact days.
		Leading the Team	C3	Multiple choice and short written assessments.
	Managing Yourself	Effective Communication	C2	Including Motivation
		Personal Organisation	C1	Including Time Management

Six Months

Part B

Award	Theme	Content	Ref	Format
Diploma*	Managing Change	Managing Projects	D6	Theme based.
		Strategic Thinking	D5	Six sets of learning materials.
	Managing Processes	Managing Stock II	D4	Six contact days.
		Finance II	D3	Written and practical work-based assessments.
		Performance Management	D2	Including Building Resilience
		Personal Effectiveness	D1	

One Year

*Requires successful completion of part A.

Successful completion of Part A results in the award of a **Certificate in Merchant Management**.

Those who go on to successfully complete Part B as well are awarded the more prestigious **Diploma in Merchant Management**.

DiMM Content

The BMF Diploma in Merchant Management is divided into nine **Learning Modules** grouped under five core **Themes**, as outlined below.

DiMM Content – Part A

Module 1

C1 – Personal Organisation
C2 – Effective Communication



Managing Yourself

The purpose of this Learning Module is to show how to make the most of your time, achieve your goals and have time left to manage.

It also shows why effective communication is the ‘lubricant’ that underpins your success as a manager.

Module 2

C3 – Leading the Team
C4 – Customer Care



Managing Others

This Learning Module considers a number of highly practical steps that can be taken to improve your team management skills.

It also considers why good customer service lies at the heart of every successful business.

Module 3

C5 – Finance (part 1)
C6 – Managing Stock (part 1)



Principles of Merchancing

The aim of this Learning Module is to ensure that managers have a sound grasp of the financial principles that underpin a successful merchant business.

It also aims to ensure that managers understand the core merchancing principle of ‘buy, stock, sell’ and the essential role that effective stock management plays in this.

The Diploma in Merchant Management covers core management competencies at an early stage and then builds upon these as the programme progresses.

Dimm Content – Part B

Module 4

D1 – Personal Effectiveness



Managing Processes

This Module examines the concepts covered in sections C1 and C2 in greater depth. It also introduces techniques for building personal resilience so you are more effective at work.

Module 5

D2 – Performance Management



Managing Processes

This Module demonstrates the benefits of managing staff performance and the positive effects this has on the business.

Module 6

D3 – Finance (part 2)



Managing Processes

This Module reinforces the concepts covered in section C5 and introduces additional tools that will help you better manage the finances of your business.

Module 7

D4 – Managing Stock (part 2)



Managing Processes

This Module builds upon the knowledge covered in section C6 and introduces a range of more advanced concepts and tools to better manage your stock.

Module 8

D5 – Strategic Thinking



Managing Change

The purpose of this Module is to show how strategic thinking can help you plan for a better future and then turn this into reality.

Module 9

D6 – Managing Projects



Managing Change

The aim of this Module is to ensure managers understand the rationale for their projects and to enable them to apply proven tools in order to achieve a successful outcome.