

BMF Diploma in Merchanting

Provision Of Training

**This is an agreement between you.....,.....
of..... and
us the Builders Merchants Federation, 15 Soho Square, London W1D 3HL, (the BMF) for
the provision by us to you of a Diploma in Merchanting Training Course (the Course) as
detailed in Annex 1 of this agreement for the students named in Annexe 2 of this
agreement.**

Terms of Agreement

1. The commencement of the Course will be(date).
2. You have chosen a course with *Region / *In-company held workshops (*delete as appropriate)
3. If In-company workshops are required the location of the workshop will be as set out in Annexe 3 of this Agreement unless varied by express agreement between ourselves.

Fees

4. Course tuition fees are £.....plus VAT (Payable 30 days from invoice).
5. Fees include all course materials including workbooks and workshops.
6. For Regionally held workshops the fee includes morning & afternoon refreshments, and a buffet lunch. In- company workshops will be subject to arrangements agreed with the contracting company.

Regional Workshops

7. We will make every effort to keep scheduled dates and locations of Regional workshops but we reserve the right if absolutely necessary to change location, reschedule or cancel workshops.

Trainers

8. We will designate a qualified principal Trainer to run the course and will appoint Assessors to directly liaise with the students. It is our aim that this same Trainer will be responsible for the ongoing provision of the course but we reserve the right to change the Trainer and also the Assessor during the course if necessary.
9. BMF Trainers are appointed as subcontractors of the BMF. The BMF shall not be liable for any negligence on their part nor for any misrepresentation made by them about the Course or about other services of the BMF.
10. Whilst BMF Trainers and the BMF will take every care that verbal and written advice given to you is correct we shall not be responsible for any verbal advice given to you unless it is confirmed in writing.

Failure of Students to attend Workshops

11. We will attempt to accommodate extenuating circumstances, but students are expected to complete the course in order set and within the designated time frame. Only one missed workshop will normally be allowed during the course of any programme of study. More than one missed workshop will mean that that module will have to be retaken

Cancellation by You

12. Cancellation of the Diploma course must be received by us in writing 14 days prior to next module dispatch (see Company Introduction Leaflet)

- If less than 14 days notice is given then 50% of the Module cost will be levied.
- If less than one week notice is given then 100% fee will be levied.

General

13. You are responsible for appointing an appropriate person from your company who will have administrative responsibility for the Students and with whom our Trainer and Assessors can liaise.

14. We will ensure that visits by the Assessor are prearranged and we will do all we can to ensure the appointments are kept. We do however reserve the right to cancel appointments if necessary and will give you as much advance notice as possible. We will not be held liable for any costs incurred as a result of any cancellation. If you need to cancel an appointment you must give us at least 2 days notice, or we will have to charge any pre booked travelling costs to you.

15. The BMF retains all property rights in the BMF Diploma in Merchating Course materials and any other documents provided to you as part of the Course. You undertake that you and your contracted students will not to give, loan or sell your BMF Diploma in Merchating Course materials to any individuals, companies or organisations not a party to this agreement.

16. We are committed to a programme of continuous improvement to the Diploma in Merchating and so reserve the right to alter the content of any of the modules, activities or the Introduction book as part of that ongoing programme.

17. Except in respect of death or personal injury caused by our negligence or a fraudulent misrepresentation we shall not be liable to you for any direct or indirect loss damage or claim arising in connection with the Service or otherwise.

18. Nothing in this agreement is intended to or will create any benefit or right to enforce any of its terms to any third party.

19. English law shall apply to the terms of this Agreement and each party submits to the non-exclusive jurisdiction of the English Courts.



On behalf of.....

Signed.....

Print Name and Designation.....

Dated.....

On behalf of the Builders Merchants Federation

Signed.....

Print Name and Designation.....

Dated.....

BMF Diploma in Merchenting Course Structure

The BMF Diploma in Merchenting is a rigorous programme of quality training written around the National Management Standards which describe what all managers in all industries should be able to do. But, in addition to this, the Diploma in Merchenting programme has been written with the special needs of the builders' merchant industry in mind.

The four key areas in which a manager ought to be competent are dealt with in nine individual Modules:

| | | |
|---------------------|----------|---|
| Managing People | Module 1 | Team Development Leadership Managing Change Managing the Sales Process |
| | Module 2 | Manpower Planning and Recruitment Induction Training Training and Developing Individuals |
| Managing Yourself | Module 3 | Maximising Your Potential Time Management Stress management Decision Making Negotiation |
| | Module 4 | Communicating 1 to 1 Communicating with Groups Writing Skills for Managers |
| Managing Operations | Module 5 | Branch Management Conditions of Employment Health and Safety Security |
| | Module 6 | Marketing the Branch Customer Service and Quality Management Managing Transport and Distribution Vehicles and the Law Conditions of Trading |
| Managing Resources | Module 7 | Managing Stock |
| | Module 8 | Managing Finance |
| | Module 9 | Managing Information Managing Energy |

Each module comprises four distinct elements. These elements are integral to the whole programme and are consistent throughout the nine modules. The elements are

- module content;
- an assessment questionnaire;
- collaborative activities and discussion;
- action plan tasks.

The **module content** is delivered through a pack of notes available to each student at the beginning of each module. These notes are sent to each student as a work pack and they contain the theory, examples and information in the subject areas covered in the relevant module. They will also form a major part of the subject of discussion at the workshop session later on in the module. It is therefore really important that students ensure that they have read these notes fully before the workshop takes place.

Accompanying each pack is an **assessment questionnaire**. This gives students the opportunity to test their understanding of some of the key concepts covered and to start the process of self-reflection continued more fully at the workshop session. Students should ensure that they have answered the self-assessment questions before attending the workshop.

There is also a recommended reading list, at the end of the pack, containing books covering the subjects in the module. Students may find these useful if they wish to further study an area of specific interest.

The **collaborative activities and discussion** element is mainly delivered by means of a full day workshop, one for each module about a month after delegates have received the module notes. This workshop will be made up of a maximum of eight students and is an opportunity for them to discuss the issues raised in the module notes and to carry out various practical activities in small sub- groups or as a whole group.

Much of the recording of discussions, activities and reflection is done in a module workbook. This workbook is a vital part of the module as it gives delegates the opportunity to record things discussed as a whole group and in group activities. This, together with the notes provides a reference document to be referred back to. Attendance at the workshop and completion of the workbook makes up a considerable part of the final module assessment. Workbooks are personal to delegates. It is hoped that delegate will feel confident about discussing areas of the course with their managers, but this is not compulsory. Although there will be answers and opinions to note down as part of the workshop activities, as a general rule, delegates are encouraged to write whatever is relevant to them in these documents.

The **action plan tasks** will be given to students at the workshop session and are to be completed, if possible, within a month of attendance at the workshop. The purpose of these activities is to allow students to consider and use the issues and discussions arising from the previous parts of the module at their work.

Successful completion of the action plan activities is the final part of the module assessment. At the very end of the action plan section is a completion slip and students should fill it in and, together with the completed action plan, return it to their tutor at the following module's workshop. For their final module (usually but not always module 9), they will need to send their action plan and completion slip to the BMF at 15 Soho Square.

Assuming appropriate standards have been reached (see below), a certificate of achievement will then be issued to students and the module will have been completed. Students will also be sent a tutor comment sheet for each module. A copy of this will be sent to the student's line manager (or anyone else the Company tells us they would like us to send it to). On this sheet

there will also be a section for students to give their comments about how they felt about the module.

An assessment summary

| Stage | Activity | Standard |
|-------|--|--|
| 1 | Completion of Assessment questionnaire | Basic understanding of concepts; ability to give own opinions and interpretations. |
| 2 | Attendance at workshop | Enthusiasm, and general contribution to discussions; appropriate use of the activities workbook. |
| 3 | Completion of action plan | Ability to apply key concepts to 'real work' situations; show reflection and self-evaluation. |

Each module is expected to take approximately eight weeks to complete. Delegates should...

Week 1 Receive module notes pack

Week 2

Week 3

Week 4 Have read notes and completed self-assessment questionnaire

Week 5 Attend workshop and give tutor completed assessment questionnaire from present module and completed action plan from previous module.

Week 6

Week 7

Week 8 Complete action plan and await receipt of next module notes pack and certificate, 'sign-off' sheet and tutor comments from previous module's action plan.

On completion of the third workshop students will be visited by an appointed BMF Assessor. The Assessor will meet them at their workplace and after checking that everything is going well, he or she will introduce them to the Level 3 NVQ Management Units. In consultation with the Assessor they will need to choose four of these units (listed below) most relevant to their job and their development needs. They will then have the remainder of the programme to complete them.

NVQ Level 3 Units

| | |
|-----------------|--|
| Unit A2 | Manage your own resources and professional development |
| Unit B6 | Provide leadership in your area of responsibility |
| Unit D6 | Allocate and monitor the progress and quality of work in your area of responsibility |
| Unit E6 | Ensure health and safety requirements are met in your area of responsibility |
| Unit B11 | Promote equality of opportunity and diversity in your area of responsibility |
| Unit C2 | Encourage innovation in your area of responsibility |
| Unit C5 | Plan change |
| Unit C6 | Implement change |
| Unit D1 | Develop productive working relationships with colleagues |
| Unit D3 | Recruit, select and keep colleagues |
| Unit D7 | Provide learning opportunities for colleagues |
| Unit E1 | Manage a budget |
| Unit F1 | Manage a project |
| Unit F6 | Monitor and solve customer service problems |
| Unit F8 | Work with others to improve customer service |

While completing the units students will be required to keep a portfolio of their work. This will often be a 'paper' portfolio, but there are now opportunities to operate a portfolio 'on-line'. This will allow them to submit work and liaise with the assessor electronically and can be a more flexible and efficient option, depending on their specific needs and requirements.

A Certificate of completion will be issued

Annexe 2

BMF Diploma in Merchancing Student Details

Student 1

Name.....

Sex M/F

Company Contact Address

Road

Town

County

Telephone No.

Fax No.

Contact email address

Student 2

Name.....
Sex M/F
Company Contact Address
Road
Town
County
Telephone No.
Fax No.
Contact email address

Student 3

Name.....
Sex M/F
Company Contact Address
Road
Town
County
Telephone No.
Fax No.
Contact email address

Annex 3

**BMF Diploma in Merchancing
In-Company Workshop Location(s)**

Location 1

Road
Town
County
Telephone No.
Fax No.
Contact email address

Location 2

Road

Town

County

Telephone No.

Fax No.

Contact email address

Location 3

Road

Town

County

Telephone No.

Fax No.

H & S Contact Name

Contact email address

BMF Dip07/08