

# Introducing the Diploma in Merchant Management



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## 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.

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## 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'.

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### 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 doing so 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 a minimum of 6 and a maximum of 24 months to complete, as displayed on the diagrams on the next page.



### 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 have any questions, please contact the BMF on 024 7685 4980 or email [info@bmf.org.uk](mailto:info@bmf.org.uk).

# Diploma in Merchant Management Structure

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

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**.

## Part A

| Award       | Theme                     | Content                 | Ref | Format  |
|-------------|---------------------------|-------------------------|-----|---|
| Certificate | Principles of Merchancing | Managing Stock ( Part1) | C6  | Knowledge based                               |
|             |                           | Finance ( Part1)        | 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 ( Part 2 ) | D4  | Six contact days                             |
|         |                    | Finance ( Part 2)         | D3  | Written and practical work-based assessments |
|         |                    | Performance Management    | D2  |  |
|         |                    | Personal Effectiveness    | D1  | Including Building Resilience                |

One Year

# Diploma in Merchant Management Content

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

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

## Part A

### Module 1

#### Managing Yourself

- C1 – Personal Organisation
- C2 – Effective Communication

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 foundation that underpins your success as a manager.



### Module 2

#### Managing Others

- C3 – Leading the Team
- C4 – Customer Care

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

#### Principles of Merchenting

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

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 merchenting principle of 'buy, stock, sell' and the essential role that effective stock management plays in this.



## Part B

### Module 4

#### Managing Processes

##### D1 – Personal Effectiveness

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

#### Managing Processes

##### D2 – Performance Management

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



### Module 6

#### Managing Processes

##### D3 – Finance (part 2)

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



## Part B continued

### Module 7

#### Managing Processes

##### D4 – Managing Stock (part 2)

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

#### Managing Change

##### D5 – Strategic Thinking

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

#### Managing Change

##### D6 – Managing Projects

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.





## **CONTACT**

### ***BMF Regional Manager, East Midlands, North East and Yorkshire:***

**Mark Terry.** Tel: **07887 678420**. Email: [mark.terry@bmf.org.uk](mailto:mark.terry@bmf.org.uk)

### ***BMF Regional Manager Scotland and Ireland:***

**Graham Bolton.** Tel: **07863 559755**. Email: [graham.bolton@bmf.org.uk](mailto:graham.bolton@bmf.org.uk)

### ***BMF Regional Manager South West and South Wales:***

**Richard Jones.** Tel: **07980 075863**. Email: [richard.jones@bmf.org.uk](mailto:richard.jones@bmf.org.uk)

### ***BMF Regional Manager London, Anglia and South East:***

**Alex Clifford.** Tel: **07703 837710**. Email: [alex.clifford@bmf.org.uk](mailto:alex.clifford@bmf.org.uk)

### ***BMF Regional Manager West Midlands, North West & North Wales:***

**James Spillane.** Tel: **07540 062483**. Email: [james.spillane@bmf.org.uk](mailto:james.spillane@bmf.org.uk)

### ***BMF Training Co-Ordinator:***

**Paige Godsell.** Tel: **02476 854989**. Email: [paige.godsell@bmf.org.uk](mailto:paige.godsell@bmf.org.uk)

## **BMF**

1180 Elliott Court, Coventry Business Park  
Herald Avenue, Coventry CV5 6UB  
Tel: 02476 854980  
Email: [info@bmf.org.uk](mailto:info@bmf.org.uk)  
[www.bmf.org.uk](http://www.bmf.org.uk)