

FOREWORD

This handbook is for anyone wishing to undertake the ICE mini-MBA in Infrastructure. It outlines what you can expect and what you committing to in order to obtain the Diploma.

It also contains the terms and conditions of the programme. If there are any conflicts between the Standard ICE Training Terms and Conditions and this handbook, this handbook takes preference.

ALL correspondence relating to the mini-MBA in Infrastructure, whether general enquiries, related to the programme, virtual classroom sessions, assessments, should be sent to (email preferred):

Email: info@icetraining.org.uk

Phone: +44 (0)20 7665 2457

We aim to respond to emails within two working days. To help speed up our response, we ask you only call if you need an answer the same working day. Wherever possible, please quote your delegate ID number (e.g. 001234) to help us to trace you and your query.



Mini-MBA in Infrastructure: Delegate handbook

Contents

FOREWORD	1
Mini-MBA in Infrastructure: Delegate handbook	2
1.The Programme.....	3
1.1 Introduction to the Mini-MBA.....	3
1.2 Who is the course intended for?	3
1.3 Programme overview	4
1.4 ICE Training portal	6
2. BOOKING INFORMATION.....	6
2.1 Are you ready?.....	6
2.2 Booking onto a course	6
2.3 Joining instructions.....	6
2.4 Transfers and Cancellation	7
2.5 Standard ICE terms and conditions	7
3. FREQUENTLY ASKED QUESTIONS.....	8



1. The Programme

1.1 Introduction to the Mini-MBA

The ICE mini-MBA in Infrastructure is designed to support those wishing to progress their career into strategic roles by expanding their leadership skills and knowledge. Building upon prior knowledge and skills it will enable engineers and others to direct your personal and professional development towards gaining your leadership and director level roles within the infrastructure sector.

This programme is specially designed by the engineers for engineers – it examines the typical issues and concerns facing technical professionals from a management and leadership perspective – developing an understanding of the root causes and exploring practical solutions.

1.2 Who is the course intended for?

This programme is intended for mid-career engineers/managers who will ideally have had basic management and supervisory experience and are seeking to progress to senior/executive management.

It will be suitable for your development if:

- You are a junior/middle manager who wants to progress your career into leadership
- You will have the day-to-day task of managing infrastructure
- You will have financial management of projects
- You are responsible for business opportunities and bids for large scale projects
- You work strategically to improve procedures, standards or policies
- You are a leading co-ordinator on relatively complex projects, possibly managing several simultaneously
- You may run a team of more junior managers
- You have 3 + years' experience



1.3 Programme overview

What is involved in the mini-MBA programme?

There are **three** components in the programme,

1. eLearning

There are 6 eLearning modules in this programme, and you will have access to all modules after purchase of the course through the 12 months' enrolment period. Each module takes approximately 3 hours to complete, and there are tests built in the modules for knowledge check purposes. The module will only be marked as COMPLETE if you completed all the learnings and PASSED the test. There is no limitation on the number of attempts for the test. You will also be able to repeat any module to refresh your knowledge, or for revision purposes.

- Management and Leadership for Engineers
- Procurement, Contracts and Project Management
- Project Appraisal and Financial Management
- Introduction to Sustainable Development
- Digital Transformation: Implementing a BIM Strategy
- CDM2015: The full picture, principles and practice

2. Virtual classroom

The virtual classroom session lasts for two days. There will be opportunities for group discussion, talking through real life scenarios and relevant case studies, you will be able to interact and learn from the tutor and other delegates.

The two-day virtual classroom course will be covering:

- Management and Leadership – basic model
- Fundamental Business Structure of Commercial Organisations
- Management as a Science
- People and Culture
- Business Delivery
- The Role of Self
- Business Development
- Leadership in the real World

You will be able to download the delegate course note for the two days sessions on ICE Training portal.

Please note: It is highly recommended that you complete the eLearning module ***Management and Leadership for Engineers*** before you are sitting in the virtual classroom session, it will assist you with understanding some of the course terminology and conventions.

3. Assessment

This is a written statement where you are asked to demonstrate what you have learned since the start of this programme, and how you have applied the knowledge to your working practice. You will have access to the assessment guide and written statement template when you purchase the course.

The questions in the assessment template are designed to make you think and will test your development since undertaking the course.

Upon completion of the virtual classroom and eLearning, you will be able to book your assessment by submitting your written statement on the learning portal no less than 6 months after your course start date. You can start filling in the statement template to log your progress from Day 1, it can be a working document, but it will need to be detailed and stand up to scrutiny. Once completed it, will need to be ratified by your line manager, other senior managers or a suitable peer. You should complete this document before 12 months of your course start date, however, there is no limitation on how long you can take to submit your assessment.

Once your assessment has been submitted and acknowledged by the assessor, you will be able to book your telephone interview with the assessor on the learning portal. They will go through your achievements with you and will decide your final mark.

Make sure that your statement is your own

It is reasonable to expect that you will discuss your assessment with colleagues or consult other sources when deciding upon your evidence. However, the statement you supply should be your own response in your own words. It is your development that is being assessed.

Notification of Results

Once your results have been verified, you will be able to check your result on the ICE Training portal.

Certification

If you passed the assessment, you will be able to review, download and print your Certificate via the ICE training portal. We will NOT provide any hard copy certificate.

Resubmission

If you failed the assessment, you will be able to check feedback and advice from assessors on further development required. You will be able to reapply with further evidence in your statement upon payment of an addition fee of £250. There is no limitation on how long you can take to re-submit your assessment.

Appeals procedure

If you feel you have grounds for complaint or disagree with assessment results and feedback from assessors, you can submit an appeal to info@icetraining.org.uk, giving details of your appeal with supporting evidence, no later than 5 working days from the reveal of your result.

If your appeal is to request your statement and interview to be re-assessed and conducted, you will be charged a fee of £250 for the re-assessment and will be sent an invoice. Your re-assessment will not be arranged until the invoice has been paid. If the re-assessment changes your result from Fail to Pass, your re-assessment fee will be refunded in full.

We will acknowledge your appeal within 2 working days of receipt and aim to investigate the grounds for your appeal and provide a reply within 10 working days.

1.4 ICE Training portal

To access the programme, you are required to create a personal account the ICE Training website www.icetraining.org.uk.

To create your ICE training account, go to the ICE website and select the “**Login/Register**” from the top right-hand menu of the website) and register your details (if you have previously registered then simply log in using your current details). This is your personal area within the website and is used to display and access your online training courses and assessments.

2. BOOKING INFORMATION

2.1 Are you ready?

As outlined above, the mini-MBA Programme will require commitment of your time during the 12-month period, totaling around **40** study hours.

- ✓ eLearning = 6 * 3 hrs = 18 hours
- ✓ virtual Classroom = 2 * 7 hrs = 14 hours
- ✓ Written Statement = 8 – 10 hours

2.2 Booking onto a course

How many delegates: Users can book up to 5 delegates at the same time via our website. If you wish to book more than 5 delegates please contact us on info@icetraining.org.uk.

Confirmation email: On successful completion of your booking, you will receive a Confirmation email informing you the booking is being processed and you will also receive an Invoice for payment (30-day terms).

2.3 Joining instructions

Your joining instructions to the virtual classroom sessions will be issued 10 calendar days before the virtual classroom start date. If, due to unforeseen circumstances, a course is cancelled, re-scheduled or moved, ICE

accepts no liability for any loss of expenses that may be incurred by you prior to the issue of your joining instructions.

2.4 Transfers and Cancellation

Once enrolled onto a mini-MBA programme, the delegate may make one request to transfer to a different virtual classroom date subject to available bookings. Only ONE transfer is allowed per delegate. If any transfer is subsequently cancelled, the original Course Fee is non-refundable.

Cancellation Fees and/or Transfer Fees below shall apply to cancellation or transfers by the delegate, which the delegate shall pay within 30 days of the invoice:

Written notice period before virtual classroom session takes place	Cancellation Fee*	Transfer Fee
29 days or more	None	None
15 to 28 days	50% of virtual classroom Fee £700	15% of virtual classroom Fee £700
14 days or less	100% of virtual classroom Fee £700	30% of virtual classroom Fee £700

* On top of the Cancellation fees listed in the table, if delegates accessed any eLearning modules at the point of cancellation, £205 will be charged per module.

Any Cancellation or request to transfer a Booking must be notified to Thomas Telford via info@icetraining.org.uk in writing.

2.5 Standard ICE terms and conditions

All the terms and conditions in the ICE standard terms and conditions, as published on our website (<https://www.icetraining.org.uk/terms-conditions>), remain in force. However, if there are any conflicts between the published T&Cs and this handbook, the information in this handbook will take precedence over the published standard T&Cs.



3. FREQUENTLY ASKED QUESTIONS

Can my company pay using a Purchase order?

Yes. We accept that some companies have defined processes for paying invoices and may not be able to pay your resit invoice in the limited time available. In these instances, a Purchase Order on company headed paper will be accepted as payment and we will release your assessment paper on receipt of your company PO subject to the timelines described above.

I have paid my invoice but cannot attend the accepted date

If you cannot attend the virtual classroom, you may make one request to transfer to a different virtual classroom date before the original virtual classroom takes place, only ONE transfer is allowed per delegate. Any subsequent cancellation requests will result in a 100% forfeit of the original booking fee.

Who do I contact if I cannot access my eLearning?

Please email with as much information as possible regarding the access issue (including screenshots where possible) to info@icetraining.org.uk

How long does each eLearning module take? Is there a test at the end of them?

Each module takes approximately 3 hours to complete, there are tests, quizzes built in the module for knowledge check purpose, you will be able to repeat any module for knowledge refresh and revision purpose if you need. There is NO exam for the modules

Will I get a refund if I have purchased any eLearning module in the past?

No, you will not get refund. As part of the programme, you will get 12 months access to all eLearning and, even if you reviewed some of them before, they are still useful and mandatory learning components that you must complete within the duration of this programme to be able to sit in your assessment.

If I purchase this and then realise it's not for me – can I cancel?

You may cancel your booking free of charge within 7 days of purchase, if you have not accessed any eLearning modules; if you have accessed any eLearning modules, £205 per module will be deducted from the refund payable to you. Cancellation Fees apply as below, which you shall pay within 30 days of the invoice:

Written notice period before virtual classroom session takes place	Cancellation Fee
29 days or more	None
15 to 28 days	50% of Course Fee
14 days or less	100% of Course Fee

Can we change any of the eLearning for a different one?

No, we cannot accommodate any module changes for this programme, any change on the course content and syllabus will revoke the ICE endorsement on this mini-MBA programme