



BUSINESS & SUPPORT SERVICES

Level 3 NVQ Certificate in Management

Qualification Specification

Overview

This qualification is a National Vocational Qualification (NVQ). It is an intermediate level management qualification covering a variety of management skills.

Typical Job

Office Manager, Operational Manager

Qualification code:	501/1769/5
Level:	3
Total qualification time:	250 hours
Guided learning hours:	140 (min) 155 (max)
Credits:	25
Age Range:	16-18, 19+



Purpose of the qualification

This is one of a suite of leadership and management qualifications which cover the skills and knowledge required to lead and manage teams including:

- Managing own professional development
- Setting objectives and providing support for team members
- Planning, allocating and monitoring work .
- Building supporting and managing a team

It is for individuals who are already managing teams and wish to have their skills and knowledge recognised and for those who are moving into a management role.

What could this qualification lead to?

This qualification can be integrated into an organisation's models for personnel and business development, contributing to the development of a skilled workforce as a whole and recognising the competence of the people who make up the workforce at all levels.

Entry Requirements

Learners must have the potential to achieve the assessment criteria set out in the units.

How is the qualification achieved?

The learner must present verifiable evidence which clearly shows they have met the assessment criteria and learning outcomes.

What will be assessed?

All evidence submitted by the learner against the assessment criteria.

How will it be assessed?

The assessment of this qualification is by completion of a portfolio of evidence.

Structure

This qualification has 140 guided learning hours (GLH) and 25 credits. It has a total qualification time of 250 hours which is the notional time required by the learner to complete the qualification. The learner must complete the 3 mandatory units to achieve 14 credits, plus any combination of optional units to achieve the remaining 11 credits .

Mandatory units: All units must be completed:

EAL Code	Unit Title	Level	Credit	GLH	Ofqual Code
QMAN3/001	Manage own professional development within an organisation	3	4	20	L/600/9586
QMAN3/002	Set objectives and provide support for team members	3	5	35	M/600/9600
QMAN3/003	Plan, allocate and monitor work of a team	3	5	25	Y/600/9669

Group B Optional units:

EAL Code	Unit Title	Level	Credit	GLH	Ofqual Code
QMAN2/001	Manage personal development	2	4	20	F/600/9469
QMAN3/004	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	3	4	20	M/600/9628
QMAN3/005	Support team members in identifying, developing and implementing new ideas	3	4	20	L/600/9636
QMAN4/001	Develop , maintain and review personal networks	4	4	25	R/600/9587
QMAN4/002	Provide leadership and direction for own area of responsibility	4	5	30	T/600/9601
QMAN4/003	Ensure compliance with legal, regulatory, ethnical and social requirements	4	5	25	H/600/9609
QMAN4/004	Manage risk in own area of responsibility	4	4	25	L/600/9619
QMAN4/005	Review risk management processes in own area of responsibility	4	3	20	L/600/9622
QMAN4/006	Implement change in own area of responsibility	4	6	25	M/600/9659

Group C Optional Units Continued:

EAL Code	Unit Title	Level	Credit	GLH	Ofqual Code
QMAN2/002	Develop working relationships with colleagues	2	3	18	D/601/2475
QMAN2/004	Participate in meetings	2	2	10	H/600/9688
QMAN3/006	Manage conflict in a team	3	3	20	R/600/9685
QMAN3/007	Lead and manage meetings	3	3	20	Y/600/9686
QMAN4/007	Develop working relationships with colleagues and stakeholders	4	4	20	K/600/9661
QMAN4/008	Recruit staff in own area of responsibility	5	4	25	T/600/9663
QMAN4/009	Plan, allocate and monitor work in own area of responsibility	4	5	25	H/600/9674
QMAN4/010	Support learning and development within own area of responsibility	4	5	25	M/600/9676
QMAN4/011	Address performance problems affecting team members	4	3	20	F/600/9679
QMAN4/012	Build, support and manage a team	4	4	20	F/600/9682
QMAN4/013	Support individuals to develop and take responsibility for their performance	4	4	20	D/600/9690
QMAN4/014	Know how to follow disciplinary procedures	4	4	20	H/600/9691
QMAN4/015	Managing grievance procedures	4	3	10	K/600/9692
QMAN4/016	Support the management of redundancies in own area of responsibility	4	3	15	M/600/9693

Group D Optional units:

EAL Code	Unit Title	Level	Credit	GLH	Ofqual Code
QMAN2/003	Communicate information and knowledge	2	3	10	H/600/9724
QMAN3/008	Make effective decisions	3	3	10	F/600/9715
QMAN3/009	Manage knowledge in own area of responsibility	3	4	15	T/600/9730
QMAN3/010	Procure supplies	3	2	20	L/600/9734
QMAN3/011	Manage customer service in own area of responsibility	3	4	25	D/600/9804
QMAN4/017	Develop and implement a risk assessment plan in own area of responsibility	4	6	20	L/600/9703
QMAN4/018	Manage physical resources	4	3	25	K/600/9711
QMAN4/019	Manage the environmental impact of work activities	4	5	10	M/600/9712
QMAN4/020	Manage a tendering process	4	4	20	H/600/9738
QMAN4/021	Plan and manage a project	4	8	30	J/600/9750
QMAN4/022	Develop and implement marketing plans	4	6	25	K/600/9790
QMAN4/023	Analyse the market in which your organisation operates	4	5	25	M/600/9791
QMAN4/024	Manage the achievement of customer satisfaction	4	5	25	A/600/9793
QMAN4/025	Prepare for and support quality audits	4	4	20	Y/600/9798

