

NVQ Level 3 Certificate in Management

Mandatory Units- Group A

- ✓ Manage own professional development within an organisation (4)
- ✓ Set objectives and provide support for team members (5)
- ✓ Plan, allocate and monitor the work of the team (5)

Optional Units – Group B (11 Credits)

- ✓ Manage personal development (4)
- ✓ Develop, maintain and review personal networks (4)
- ✓ Manage risk in own area of responsibility (4)
- ✓ Review risk management processes in own area of responsibility (3)
- ✓ Manage or support equality of opportunity, diversity & inclusion in own area of responsibility (4)
- ✓ Provide leadership and direction for own area of responsibility (5)
- ✓ Ensure compliance with legal, regulatory, ethical and social requirements (5)
- ✓ Support team members in identifying, developing and implementing new ideas (4)
- ✓ Implement change in own area of responsibility (6)
- ✓ Develop working relationship with colleagues (3)
- ✓ Manage conflict in a team (3)
- ✓ Lead and manage meetings (4)
- ✓ Participate in meetings (2)
- ✓ Support individuals to develop and take responsibility for their performance (4)
- ✓ Know how to follow disciplinary procedures (4)

- ✓ **Managing grievance procedures (3)**
- ✓ **Support the management of redundancies in own area of responsibility (3)**
- ✓ **Develop working relationships with colleagues and stakeholders (4)**
- ✓ **Recruit staff in own area of responsibility (4)**
- ✓ **Plan, allocate and monitor work in own area of responsibility (5)**
- ✓ **Support learning and development within own area of responsibility (5)**
- ✓ **Address performance problems affecting team members (3)**
- ✓ **Build, support and manage a team (4)**
- ✓ **Make effective decisions (3)**
- ✓ **Communicate information and knowledge (3)**
- ✓ **Manage knowledge in own area of responsibility (4)**
- ✓ **Procure supplies (2)**
- ✓ **Manage a tendering process (4)**
- ✓ **Develop and implement a risk assessment plan in own area of responsibility (6)**
- ✓ **Manage physical resources (3)**
- ✓ **Manage the environmental impact of work activities (5)**
- ✓ **Plan and manage a project (8)**
- ✓ **Manage the achievement of customer satisfaction (5)**
- ✓ **Prepare for and support quality audits (4)**
- ✓ **Manage customer service in your own area of responsibility (4)**
- ✓ **Develop and implement marketing plans (6)**
- ✓ **Analyse the market in which your organisation operates (5)**