



NVQ level 3



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management

This qualification is aimed at first line managers who are primarily concerned with providing responsible leadership and developing working relationships within a team. The course aims to improve people and resource management skills in any sector.

This course includes a free one-year studying membership with the ILM.

mandatory 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

optional units (choose 3)

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| unit B11 | Promote equality of opportunity and diversity in your area or responsibility | unit E1 | Manage a budget |
| unit C2 | Encourage innovation in your area of responsibility | unit E5 | Ensure your own actions reduce risks to Health and Safety ** |
| unit C5 | Plan change | unit E8 | Manage physical resources |
| unit C6 | Implement change | unit E9 | Manage the environmental impact of your work |
| unit D1 | Develop productive working relationships with colleagues | unit E10 | Take effective decisions |
| unit D3 | Recruit, select and keep colleagues | unit E11 | Communicate information and knowledge |
| unit D7 | Provide learning opportunities for colleagues | unit E14 | Support team and virtual working |
| unit D8 | Help team members address problems affecting their performance | unit E15 | Procure supplies |
| unit D9 | Build and manage teams | unit E16 | Select suppliers through a tendering process |
| unit D10 | Reduce and manage conflict in your team | unit F1 | Manage a project |
| unit D11 | Lead meetings | unit F6 | Monitor and solve customer service problems * |
| unit D12 | Participate in meetings | unit F8 | Work with others to improve customer service * |
| unit D13 | Support individuals to develop and maintain their performance | unit F13 | Manage quality systems |
| unit D14 | Initiate and follow disciplinary procedure | unit F14 | Prepare for and participate in quality audits |
| unit D15 | Initiate and follow grievance procedure | unit F15 | Carry out quality audits |
| unit D16 | Manage redundancies in your area of responsibility | unit F17 | Manage the delivery of customer service in your area of responsibility |
| unit E1 | Manage a budget | unit F18 | Prepare sales proposals and deliver sales presentations |
| | | unit 19 | Sell products / services to customers |