



# NVQ level 4



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# management

This qualification is designed for senior and experienced managers who are responsible for implementing operational plans and developing innovative processes within a team. The course aims to promote advanced management techniques in any sector.

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

### mandatory units

- unit B1 Develop and implement operational plans for your area of responsibility
- unit C2 Encourage innovation in your area of responsibility
- unit D2 Develop productive working relationships with colleagues and stakeholders
- unit E6 Ensure health and safety requirements are met in your area of responsibility
- unit F3 Manage business processes

### optional units (choose 3)

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|----------|--|----------|--|
| unit A2  | Manage your own resources and professional development                               | unit E8  | Manage physical resources  |
| unit A3  | Develop your personal networks   | unit E9  | Manage the environmental impact of your work   |
| unit B6  | Provide leadership in your area of responsibility                                    | unit E10 | Take effective decisions   |
| unit B8  | Ensure compliance with legal, regulatory, ethical and social requirements            | unit E11 | Communicate information and knowledge  |
| unit B11 | Promote equality of opportunity and diversity in your area of responsibility         | unit E12 | Manage knowledge in your area of responsibility  |
| unit C4  | Lead change  | unit E14 | Support team and virtual working   |
| unit C5  | Plan change  | unit E15 | Procure supplies   |
| unit C6  | Implement change   | unit E16 | Select suppliers through a tendering process   |
| unit D3  | Recruit, select and keep colleagues  | unit F1  | Manage a project   |
| unit D6  | Allocate and monitor the progress and quality of work in your area of responsibility | unit F2  | Manage a programme of complementary projects   |
| unit D7  | Provide learning opportunities for colleagues  | unit F4  | Develop and review framework for marketing   |
| unit D8  | Help team members address problems affecting their performance                       | unit F8  | Work with others to improve customer service **  |
| unit D9  | Build and manage teams   | unit F9  | Build your organisations understanding of its market and customers                       |
| unit D10 | Reduce and manage conflict in your team  | unit F11 | Manage the achievement of customer satisfaction  |
| unit D11 | Lead meetings  | unit F13 | Manage quality systems   |
| unit D13 | Support individuals to develop and maintain their performance                        | unit F14 | Prepare for and participate in quality audits  |
| unit D14 | Initiate and follow disciplinary procedure   | unit F15 | Carry out quality audits   |
| unit D15 | Initiate and follow grievance procedure  | unit F16 | Manage the development and marketing of products/services in your area of responsibility |
| unit D16 | Manage redundancies in your area of responsibility                                   | unit F17 | Manage the delivery of customer service in your area of responsibility                   |
| unit D17 | Build and sustain collaborative relationships with other organisations               | unit F18 | Prepare sales proposals and deliver sales presentations                                  |
| unit E2  | Manage finance for your area of responsibility                                       | unit F19 | Sell products / services to customers  |
| unit E5  | Ensure your own actions reduce risks to Health and Safety *                          |          |  |