



Level 3 NVQ certificate

www.growyourskills.co.uk



Funded by



Investing in your skills

This qualification is aimed at first line managers who are responsible for the delegation of work and the leadership of their team. The course aims to improve people and resource management skills, support the development of managerial processes and can be tailored to suit any sector.

Learners will need to gain 11 credits from the optional units. At least 14 credits must be gained from level 3 units (including the mandatory units).

Mandatory Units

Unit Number	Unit Title	Level	Credit
Unit A2	Manage your own professional development within an organisation	3	4
Unit B5	Set objectives & provide support for team members	3	5
Unit D5	Plan, allocate & monitor work in your team	3	5

Optional Units

		Level	Credit
Unit A1	Manage personal development	2	4
Unit A3	Develop, maintain & review personal networks	4	4
Unit B6	Provide leadership & direction for your own area of responsibility	4	5
Unit B8b	Ensure compliance with legal, regulatory, ethical & social requirements	4	5
Unit B10b	Manage risk in your own area of responsibility	4	4
Unit B10c	Review risk management processes in your own area of responsibility	4	3
Unit B11	Manage or support equality of opportunity & diversity & inclusion in your area of responsibility	3	4
Unit C1	Support team members to identify, develop & implement new ideas	3	4
Unit C6	Implement change in your own area of responsibility	4	6

management

Optional Units (continued)		Level	Credit	Optional Units (continued)		Level	Credit
Unit D1	Develop productive working relationships with colleagues	2	3	Unit E15	Procure supplies	3	2
Unit D2a	Develop working relationships with colleagues & stakeholders	4	4	Unit E16	Manage a tendering process	4	4
Unit D3a	Recruit staff in your own area of responsibility	4	4	Unit F1	Plan & manage a project	4	8
Unit D6	Plan, allocate & monitor work in your area of responsibility	4	5	Unit F4	Develop & implement marketing plans	4	6
Unit D7	Support learning & development within your own areas of responsibility	4	5	Unit F9	Analyse the market in which your organisation operates	4	5
Unit D8	Address performance problems affecting team members	4	3	Unit F11	Manage the achievement of customer satisfaction	4	5
Unit D9	Build, support & manage a team	4	4	Unit F14	Prepare for & support quality audits	4	4
Unit D10	Manage conflict in a team	3	3	Unit F17	Manage customer service in your own area of responsibility	3	4
Unit D11	Lead & manage meetings	3	3				
Unit D12	Participate in meetings	2	2				
Unit D13	Support individuals to develop & take responsibility for their performance	4	4				
Unit D14	Know how to follow disciplinary procedures	4	4				
Unit D15	Manage grievance procedures	4	3				
Unit D16	Support the management of redundancies in your own area of responsibility	4	3				
Unit E6a	Implement, monitor & review health & safety policy in your area of responsibility	4	6				
Unit E8	Manage physical resources	4	3				
Unit E9	Manage the environmental impact of work activities	4	5				
Unit E10	Make effective decisions	3	3				
Unit E11	Communicate information & knowledge	2	3				
Unit E12	Manage knowledge in your own area of responsibility	3	4				

