

Management NVQ Level 3



Mandatory Units

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

Optional Units—choose 3

- Manage your own resources and professional equipment
- Develop your personal networks
- Promote equality of opportunity and diversity in your area of responsibility
- Provide leadership in your area of responsibility
- Ensure compliance with legal, regulatory, ethical and social requirements
- Lead change
- Plan change
- Implement change
- Work with others to improve customer service
- Reduce and manage conflict in your team
- Lead meetings
- Recruit, select and keep colleagues
- Allocate and monitor the progress and quality of work in your area of responsibility
- Provide learning opportunities for colleagues
- Take effective decisions
- Manage finance for your area of responsibility
- Manage physical resources
- Manage the environmental impact of your work
- Manage a project
- Manage the achievement of customer satisfaction
- Manage a programme of complementary projects
- Build your organisation's understanding of its market and customers

Please contact us on 0114 281 5718 for more information



CQM Learning Ltd 3 Westbrook Court Sharrow Vale Road Sheffield S11 8YZ
Telephone: 0114 281 5718 Fax: 0114 281 5785 www.camlearning.co.uk

Management NVQ Level 4



This qualification is aimed at first line managers, primarily concerned with providing responsible leadership and developing working relationships within teams.

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

Mandatory Units

- Manage your own resources and professional development
- Provide leadership in your area of responsibility
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure health and safety requirements are met in your area of responsibility

Optional Units—choose 3

- Promote equality of opportunity and diversity in your area of responsibility
- Encourage innovation in your area of responsibility
- Plan change
- Implement change
- Develop productive working relationships with colleagues
- Recruit, select and keep colleagues
- Provide learning opportunities for colleagues
- Manage a budget
- Manage a project
- Monitor and solve customer service problems
- Work with others to improve customer service

Please contact us on 0114 281 5718 for more information



CQM Learning Ltd 3 Westbrook Court Sharrow Vale Road Sheffield S11 8YZ
Telephone: 0114 281 5718 Fax: 0114 281 5785 www.camlearning.co.uk