



### **NVQ Level 4 in Management:**

This qualification is for a practising middle manager with responsibility for allocating work to others, achieving specific results by using resources effectively, carrying out policy in their area of responsibility, controlling limited financial budgets, and contributing to broader activities, such as change programmes and recruitment.

## **Management NVQ Level 4 (ILM)**

### **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

