

Qualifications in...

Management

The NVQ in Management Level 5 is aimed at middle managers with a wider span of control, greater accountability for performance and responsibility for determining resource allocation and operational methods.

NVQ Diploma in Management Level 5

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The NVQ is extremely flexible in structure. The mandatory units cover all of the skills that are essential to your position. The optional units are chosen by you and your supervisor to reflect the areas that you deal with, within the requirements of your job role.

A minimum of 38 credits must be achieved.

A minimum of 15 Credits must be from optional units.

No more than 13 credits can be from level 4

Mandatory Units

- Develop and evaluate operational plans for own area of responsibility
- Provide leadership and direction in own area of responsibility
- Plan change in own area of responsibility
- Work productively with colleagues and stakeholders.

How will I be assessed?

Your allocated tutor will deliver your training one-to-one in your workplace and will visit you either on a weekly basis to deliver half day sessions or fortnightly for full day sessions. You will build a portfolio of evidence to show your competence against the NVQ requirements.

How can I enrol onto the NVQ in Management?

Discuss with your workplace Supervisor/Line Manager about your interest in the course and then ring us on 01773 747377, so that we can arrange an appointment to come out and visit you and your Supervisor at work.

How much will it cost?

In certain circumstances, we deliver the training at no cost to you and your organisation, please speak us on the number above about our commercial training rates or other funding opportunities.

Optional Units

Examples include:

- Manage a program of complementary projects
- Outsource organisational processes
- Conduct a quality audit
- Manage a tendering process
- Manage the environmental impact of work activities
- Develop a customer focused organisation
- Analyse the market in which your organisation operates
- Manage the achievement of customer satisfaction
- Plan and manage a project
- Lead innovation within an organisation
- Know how to follow disciplinary processes



Level 5 NVQ Diploma in Management

To achieve the Level 5 NVQ Diploma in Customer Service, learners must achieve:

A minimum of 38 Credits

A minimum of 15 credits must be from optional units

No more than 13 credits at level 4

The learner must complete all mandatory units

Mandatory Units	Credits	Level
Develop and evaluate operational plans for own area of responsibility	6	5
Provide leadership and direction in own area of responsibility	5	4
Plan change in own area of responsibility	6	5
Work productively with colleagues and stake holders	6	5

Optional Units	Credits	Level
Establish risk management processes for an organisation	6	5
Promote equality of opportunity, diversity and inclusion across an organisation	6	5
Examine staff turnover issues in own area of responsibility	4	5
Develop collaborative relationships with other organisations	7	5
Promote the use of technology with a organisation	6	5
Manage health and safety across an organisation	6	5
Monitor and review business procedures	3	5
Develop a customer focused organisation	5	5
Conduct a quality audit	6	6
Manage product development and marketing	7	5
Develop, maintain and review personal networks	4	4
Ensure compliance with legal, regulator, ethical and social requirements	5	4
Manage risk in own area of responsibility	4	4
Review risk management processes in own area of responsibility	3	4
Implement change in own area of responsibility	6	4
Develop working relationships with colleagues and stakeholders	4	4
Recruit staff in own area of responsibility	4	5
Plan, monitor and allocate work in own area of responsibility	5	4
Support learning and development within own area of responsibility	5	4
Address performance problems affecting team members	3	4
Build, support and manage a team	4	4
Support individuals to develop and take responsibility for their performance	4	4
Know how to follow disciplinary procedures	4	4
Manage grievances procedures	3	4
Support the management of redundancies in own area of responsibility	3	4
Develop and implement risk assessment plan in own area of responsibility	6	4
Mange physical resources	3	4
Manage the environmental impact of work activities	5	4
Manage a tendering process	4	4
Plan and manage a project	8	4
Develop and implement marketing plans	6	4
Analyse the market in which your organisation operates	5	4
Manage the achievement of customer satisfaction	5	4
Prepare for and support quality audits	4	4
Inform strategic decision making	7	6
Support the culture of an organisation	5	6
Lead innovation within an organisation	10	6
Manage a budget for own area of activity of work	7	5
Outsource organisational processes	8	6
Manage a program of complimentary projects	8	6

