



DEVELOP YOUR STAFF

MANAGEMENT LEVEL 3

FULL ADULT NVQ APPRENTICESHIP

Course Description

This qualification is designed to recognise occupational competence in Leadership and Management. It allows employees to apply knowledge, Understanding and skills to a national occupation level required by employers, thus proving competency in their job role.

Eligibility Criteria

Candidates must: Be aged between 16-65, have lived in the EU for at least 3 years, be in employment for at least 30 hours a week, not be receiving any other government funding and not hold a level 4 qualification or higher.

Course Units

Mandatory units

- Manage own professional development within an organisation
- Set objectives and provide support for team members
- Plan, allocate and monitor work of a team

Optional units (must be able to complete at least 4)

- Develop, maintain and review personal networks
- Provide leadership and direction for own area of responsibility
- Ensure compliance with legal, regulatory, ethical and social requirements
- Manage personal development
- Manage or support equality of opportunity, diversity and inclusion in own area of responsibility
- Support team members in identifying, developing and implementing new ideas
- Implement change in own area of responsibility
- Develop working relationships with colleagues and stakeholders
- Recruit staff in own area of responsibility
- Plan, allocate and monitor work in own area of responsibility
- Address performance problems affecting team members
- Build, support and manage a team
- Manage conflict in a team
- Lead and manage meetings
- Support individuals to develop and take responsibility for their performance
- Know how to follow disciplinary procedures

Optional Units Continued

- Managing grievance procedures
- Manage physical resources
- Manage the environmental impact of work activities
- Make effective decisions
- Manage knowledge in own area of responsibility
- Manage a tendering process
- Plan and manage a project
- Develop and implement marketing plans
- Analyse the market in which your organisation operates
- Manage the achievement of customer satisfaction
- Manage customer service in own area of responsibility

For more information about this or any other course

Please contact Develop Your Staff on **0113 3979 570**

