



## QUALIFICATION OUTLINE

**QUALIFICATION TITLE: Diploma in Management**

**QUALIFICATION LEVEL: Level 3**

### Introduction

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The level 3 Diploma in Management is for learners who work in, or who would like to work in management roles such as Section Manager, First Line Manager, Assistant Manager, Trainee Manager, Senior Supervisor, and Junior Non-Commissioned Officer. This qualification carries 55 credits and can usually be achieved in 12-18 months.

### Who should take this qualification?

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It is likely that learners at this level will have some prior experience in a supervisory or team leader role, or experience deputising in a managerial role to allow them to complete the qualification, although this is not a formal requirement.

### Qualification Content and Assessment Information

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**Study Location:** Work based

**How is the qualification delivered?** The course material is delivered via blended learning; a mix of assessor visits and work uploaded onto an electronic portfolio. The Assessor will visit the workplace to facilitate observation of practice and professional discussion. Dependent on the payment method, the number of visits may vary.

**Assessment and Exams:** There are no exams for this qualification. The qualification is an on-going assessment of learners work plus Observation, Discussion, Expert Witness and Assignments. Learners are allocated an experienced assessor who will support and guide the learner and ensure that the range of evidence produced fulfils the following criteria;

**Valid** is relevant to the standards for which competence is claimed

**Authentic** is produced by the learner

**Reliable** indicates that the learner can consistently perform at this level

**Current** is sufficiently recent to create confidence that the same skill, understanding or knowledge persist at the time of the claim

**Sufficient** fully meets the requirements of the standards

**Units:** There are **5 mandatory units** which are

- Manage Team Performance
- Principles of people management
- Principles of Business
- Principles of leadership and Management
- Manage personal and professional development

**Optional Units** a choice from **30 optional units**

- Promote equality, diversity, and inclusion within the workplace
- Manage Individuals performance
- Manage Individuals development in the workplace
- Chair and lead meetings
- Manage conflict within a team
- Produce/procure products/services
- Implement change
- Implement and maintain business continuity plans and processes
- Collaborate with other departments
- Support remote or virtual teams
- Participate in a project
- Develop and Maintain professional networks
- Develop and implement an operational plan
- Encourage learning and development
- Discipline and grievance process
- Develop working relationships with stakeholders
- Manage physical resources
- Employee rights and responsibilities
- Manage events
- Review the quality of Customer Service
- Prepare for a support quality audits
- Conduct quality audits
- Manage a budget
- Manage a project
- Manage business risk
- Manage knowledge in an organisation
- Manage redundancy and redeployment
- Encourage innovation
- Manage the impact of work activities on the environment
- Recruitment, selection and induction process
- Buddy a colleague to develop their skills
- Contribute to the improvement of business performance
- Negotiate in a business environment
- Develop a presentation
- Deliver a presentation
- Contribute to the development and implementation of an information system
- Resolve Customers problems
- Resolve Customers complaints
- Gather, analyse, and interpret customer feedback
- Employee rights and responsibilities

## General Information

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**Payment Options:** This qualification can be paid for in full or via our Flexi Payment Plan which spreads the cost over 4 consecutive equal payments. Learners can also finance this course utilising an Advanced Learner Loan. Please contact us for the most up to date funding information.

**Start Date:** This is a rolling programme. Start date is by arrangement.

**Entry requirements:** There are no formal entry requirements however where the qualification is funded initial assessments would be arranged as Functional Skills form part of the qualification.

## Where could this lead?

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Learners who achieve Level 3 Diploma in Management can progress to the Higher Apprenticeship in Management, which consists of the following qualifications: Level 4 NVQ Diploma in Management and Level 4 Diploma in Management and Leadership. With further development, learners can also progress into job roles requiring a more complex set of skills, such as Manager, Head of Function, and Area Manager