

**all you need
to know.**

Qualification Specification

NCFE Level 3 Diploma in Management
(601/4032/X)

Aims and objectives of this qualification

This qualification aims to:

- provide learners with the knowledge and skills they need to operate as a successful manager
- confirm competence of those already fulfilling a managerial role
- allow learners to develop skills in a range of areas relevant to managerial roles, such as communication, presentation skills and project management.

The objectives of this qualification are to help learners to:

- develop the skills and qualities valued in employees by employers
- understand and work on their strengths and weaknesses as a manager

Progression opportunities

Learners who achieve this qualification could progress to:

- NCFE Level 4 NVQ Diploma in Management
- NCFE Level 5 NVQ Diploma in Management and Leadership

It may also be useful to learners studying qualifications in the following sectors:

- Business
- Customer service
- Retail
- Leisure, travel and tourism

Achieving this qualification

To be awarded the NCFE Level 3 Diploma in Management, learners must achieve a minimum of **55** credits:

- a total of **31** credits from Group A
- a minimum of **17** credits from Group B
- the remaining credits can come from Group B or C.

A minimum of **48** credits must be achieved at Level 3 or above.

Group A mandatory units

- Unit 01 Manage team performance (4 credits)
- Unit 02 Principles of people management (6 credits)
- Unit 03 Principles of business (10 credits)
- Unit 04 Principles of leadership and management (8 credits)
- Unit 05 Manage personal and professional development (3 credits)

Group B optional units

- Unit 06 Promote equality, diversity and inclusion in the workplace (3 credits)
- Unit 07 Manage individuals' performance (4 credits)
- Unit 08 Manage individuals' development in the workplace (3 credits)
- Unit 09 Chair and lead meetings (3 credits)
- Unit 10 Manage conflict within a team (5 credits)
- Unit 11 Procure products and/or services (5 credits)
- Unit 12 Implement change (5 credits)
- Unit 13 Implement and maintain business continuity plans and processes (4 credits)
- Unit 14 Collaborate with other departments (3 credits)
- Unit 15 Support remote or virtual teams (4 credits)
- Unit 16 Participate in a project (3 credits)
- Unit 17 Develop and maintain professional networks (3 credits)
- Unit 18 Develop and implement an operational plan (5 credits)
- Unit 19 Encourage learning and development (3 credits)
- Unit 20 Discipline and grievance management (3 credits)
- Unit 21 Develop working relationships with stakeholders (4 credits)
- Unit 22 Manage physical resources (4 credits)
- Unit 23 Prepare for and support quality audits (3 credits)
- Unit 24 Conduct quality audits (3 credits)
- Unit 25 Manage a budget (4 credits)
- Unit 26 Manage a project (7 credits)
- Unit 27 Manage business risk (6 credits)

- Unit 28 Manage knowledge in an organisation (5 credits)
- Unit 29 Manage redundancy and redeployment (6 credits)
- Unit 30 Encourage innovation (4 credits)
- Unit 31 Manage the impact of work activities on the environment (4 credits)
- Unit 32 Recruitment, selection and induction practice (6 credits)

Group C optional units

- Unit 33 Buddy a colleague to develop their skills (3 credits)
- Unit 34 Contribute to the improvement of business performance (6 credits)
- Unit 35 Negotiate in a business environment (4 credits)
- Unit 36 Develop a presentation (3 credits)
- Unit 37 Deliver a presentation (3 credits)
- Unit 38 Contribute to the development and implementation of an information system (6 credits)
- Unit 39 Resolve customers' problems (4 credits)
- Unit 40 Resolve customers' complaints (4 credits)
- Unit 41 Gather, analyse and interpret customer feedback (5 credits)
- Unit 42 Employee rights and responsibilities (2 credits)
- Unit 43 Health and safety procedures in the workplace (2 credits)
- Unit 44 Manage events (6 credits)*
- Unit 45 Review the quality of customer service (4 credits)

To achieve the NCFE Level 3 Diploma in Management, learners must successfully demonstrate their achievement of all learning outcomes and assessment criteria of the units as detailed in this qualification specification.

Grades are not awarded

