



ETCAL Level 3 Diploma in Management  
601/8319/6  
Structure

## Qualification aim

Level 3 Diploma in Management is designed to provide learners with the skills, knowledge and competences to either work effectively within their current management role or to move into a management position.

## Qualification introduction

The qualification will provide learners with an opportunity to gain the knowledge, skills and qualities required for employment or promotion to a management role including knowledge of the principles of people management, managing individual and team performance, the principles of leadership and management, change management and the principles of business. Optional units allow the learners to select from a range of subjects to suit their individual learning requirements such as managing conflict, events and/or physical resources, disciplinary and grievance management, supporting remote teams, maintaining business continuity and planning as well as managing budgets, projects and risks; develop and demonstrate the competence to work as a Senior Supervisor, Trainee or Assistant Manager, Section Manager, for example; achieve a standalone qualification that offers the competences component for the Advanced Apprenticeship in Management; progress onto higher level qualifications in management in order to develop further specialist management skills such as the NOCN Level 4 Certificate or Diploma in the Management of Productivity, for example; or more specific management contexts such as Retail, Finance or Health and Social Care. Progress further in their career to roles such as Area Manager, Department Manager or Head of Section.

## Assessment

The assessment criteria determine the standard required to achieve each unit and allow for a variety of assessment methods to be used as appropriate to the environment the qualification is delivered in. There is no examined assessment element in this qualification.

## Achievement

Learners must achieve a minimum of 40 credits to gain the qualification. 22 credits must be achieved by completing the 5 mandatory units and the remaining credits achieved by completing the required optional units from the suite of Pathways.

<b>Qualification Number</b>		601/8319/6
<b>Qualification Framework</b>		RQF
<b>Title</b>		ETCAL Level 3 Diploma in Management
<b>Qualification Level</b>		Level 3
<b>Total Qualification Time</b>		400 TQT
<b>Guided Learning Hours</b>		328 GLH
<b>Qualification Credit Value</b>		55 Credits
<b>Qualification Grading Structure</b>		Pass / Fail

Unit Title	Mandatory/Optional	GLH	TQT	Credit Value	Grading
<b>Mandatory Group A</b>					
Manage team performance	M			4	Pass/Fail
Principles of people management	M			6	Pass/Fail
Principles of business	M			10	Pass/Fail
Principles of leadership and management	M			8	Pass/Fail
Manage personal and professional development	M			3	Pass/Fail
<b>Optional Group B</b>					
Promote equality, diversity and inclusion in the workplace	O			3	Pass/Fail
Manage individuals' performance	O			4	Pass/Fail
Manage individuals' development in the workplace	O			3	Pass/Fail
Chair and lead meetings	O			3	Pass/Fail
Manage conflict within a team	O			5	Pass/Fail
Procure products and/or services	O			5	Pass/Fail
Implement change	O			5	Pass/Fail
Implement and maintain business continuity plans and processes	O			4	Pass/Fail
Collaborate with other Departments	O			3	Pass/Fail
Support remote or virtual teams	O			4	Pass/Fail
Participate in a project	O			3	Pass/Fail

Develop and maintain professional networks	0			3	Pass/Fail
Develop and implement an operational plan	0			5	Pass/Fail
Encourage learning and development	0			3	Pass/Fail
Discipline and grievance management	0			3	Pass/Fail
Develop working relationships with stakeholders	0			4	Pass/Fail
Manage physical resources	0			4	Pass/Fail
Prepare for and support quality audits	0			3	Pass/Fail
Conduct quality audits	0			3	Pass/Fail
Manage a budget	0			4	Pass/Fail
Manage a project	0			7	Pass/Fail
Manage business risk	0			6	Pass/Fail
Manage knowledge in an organisation	0			5	Pass/Fail
Manage redundancy and redeployment	0			6	Pass/Fail
Encourage innovation	0			4	Pass/Fail
Manage the impact of work activities on the environment	0			4	Pass/Fail
Recruitment, selection and induction practice	0			6	Pass/Fail
<b>Optional Group B</b>					
Buddy a colleague to develop their skills	0			3	Pass/Fail
Contribute to the improvement of business performance	0			6	Pass/Fail
Negotiate in a business environment	0			4	Pass/Fail
Develop a presentation	0			3	Pass/Fail
Deliver a presentation	0			3	Pass/Fail
Contribute to the development and implementation of an information system	0			6	Pass/Fail
Resolve customers' problems	0			4	Pass/Fail
Resolve customers' complaints	0			4	Pass/Fail
Gather, analyse and interpret customer feedback	0			5	Pass/Fail
Employee rights and responsibilities	0			2	Pass/Fail
Health and Safety Procedures in the Workplace	0			2	Pass/Fail
Manage events	0			6	Pass/Fail
Review the quality of customer service	0			4	Pass/Fail