



ETCAL Level 4 NVQ Diploma in Management
601/8493/0
Structure

Qualification aim

The Level 4 NVQ Diploma in Management is appropriate for managers moving into a middle management position, who still retain responsibility for operational processes but are more removed from day to day line management duties. The qualification develops the knowledge and skills required to take on higher level responsibilities such as planning and implementing change, developing the skills and occupational competences required to be successful in their role. The Diploma helps to broaden knowledge and behaviours in a more flexible and practical way related to today's leadership and management practices where varied and non-routine management tasks are required by middle managers with operational responsibility for substantial programmes and resources, a broad span of control, who pro-actively identify and implement change and quality improvement, negotiate budgets and contracts, lead high level meetings, manage people, performance, and information.

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 53 credits to gain the qualification. 17 credits must be achieved by completing the 4 mandatory units and the remaining credits achieved by completing the required optional units from Group 1 and Group 2.

Qualification Number		601/8493/0
Qualification Framework		RQF
Title		ETCAL Level 4 NVQ Diploma in Management
Qualification Level		Level 4
Total Qualification Time		400 TQT
Guided Learning Hours		256 GLH
Qualification Credit Value		53 Credits
Qualification Grading Structure		Pass / Fail

Unit Title	Mandatory/Optional	GLH	TQT	Credit Value	Grading
Mandatory Units – All FOUR units must be completed					
Manage Personal and Professional Development	M	12		3	Pass/Fail
Provide Leadership and Management	M	28		5	Pass/Fail
Develop and Implement an Operational Plan	M	24		5	Pass/Fail
Develop Working Relationships with Stakeholders	M	40		4	Pass/Fail
Optional Group 1					
Manage Team Performance	O	15		4	Pass/Fail
Promote Equality, Diversity and Inclusion in the Workplace	O	16		3	Pass/Fail
Manage Individuals' Performance	O	19		4	Pass/Fail
Manage Individuals' Development in the Workplace	O	26		3	Pass/Fail
Chair and Lead Meetings	O	21		3	Pass/Fail
Encourage Innovation	O	26		4	Pass/Fail
Manage Conflict Within a Team	O	30		5	Pass/Fail
Procure Products and/or Services	O	17		5	Pass/Fail
Implement and Maintain Business Continuity Plans and Processes	O	21		4	Pass/Fail
Collaborate with Other Departments	O	26		3	Pass/Fail
Support Remote or Virtual Teams	O	38		4	Pass/Fail
Develop and Maintain Professional Networks	O	27		3	Pass/Fail
Encourage Learning and Development	O	34		3	Pass/Fail

Initiate and Implement Operational Change	0	33		4	Pass/Fail
Discipline and Grievance Management	0	39		3	Pass/Fail
Manage a Tendering Process	0	15		4	Pass/Fail
Manage Physical Resources	0	4		4	Pass/Fail
Manage the Impact of Work Activities on the Environment	0	4		4	Pass/Fail
Prepare for and Support Quality Audits	0	3		3	Pass/Fail
Conduct Quality Audits	0	3		3	Pass/Fail
Manage a Budget	0	4		4	Pass/Fail
Manage a Project	0	7		7	Pass/Fail
Manage Business Risk	0	6		6	Pass/Fail
Manage Knowledge in an Organisation	0	5		5	Pass/Fail
Recruitment, Selection and Induction Practice	0	6		6	Pass/Fail
Manage Redundancy and Redeployment	0	6		6	Pass/Fail
Contribute to the Development of a Strategic Plan	0	5		5	Pass/Fail
Design Business Processes	0	5		5	Pass/Fail
Develop and Manage Collaborative Relationships with Other Organisations	0	5		5	Pass/Fail
Optimise the Use of Technology	0	6		6	Pass/Fail
Manage Product and/or Service Development	0	5		5	Pass/Fail
Optional Group 2					
Contribute to the Improvement of Business Performance	0	15		6	Pass/Fail
Negotiate in a Business Environment	0	23		4	Pass/Fail
Resolve Customers' Problems	0	30		4	Pass/Fail
Resolve Customers' Complaints	0	49		4	Pass/Fail
Analyse Competitor Activity	0	23		3	Pass/Fail
Manage Health and Safety in Own Area of Responsibility	0	20		5	Pass/Fail
Contribute to the Design and Development of an Information System	0	33		5	Pass/Fail
Manage Information Systems	0	18		6	Pass/Fail
Manage Events	0	19		6	Pass/Fail
Manage Customer Service Operations	0	22		7	Pass/Fail
Review the Quality of Customer Service	0	3		4	Pass/Fail
Developing Sales Proposals	0	30		5	Pass/Fail
Prioritising Information for Sales Planning	0	20		3	Pass/Fail