

Qualification Structures

There are qualifications at the following levels:

Level 2 NVQ/SVQ in Team Leading
Level 3 NVQ/SVQ in Management
Level 4 NVQ/SVQ in Management
Level 5 NVQ/SVQ in Management

Each qualification has a number of mandatory units that must be covered together with optional units.

Level 2 NVQ/SVQ in Team Leading

Candidates will need to complete four mandatory units and two optional units (from a choice of 5) in order to achieve the full qualification

Mandatory

- A1 Manage your own resources
- B5 Provide leadership for your team
- D1 Develop productive working relationships with colleagues
- E5 Ensure your own action reduce risks to health and safety

Optional

- C1 Encourage innovation in your team
- D5 Allocate and check work in your team
- D7 Provide learning opportunities for colleagues
- F5 Resolve customer service problems
- F7 Support customer service improvements

Level 3 NVQ/SVQ in Management

Candidates will need to complete four mandatory units and three optional units (from a choice of 11) in order to achieve the full qualification

Mandatory

- A2 Manage your own resources and professional development
- B6 Provide leadership in your area of responsibility
- D6 Allocate and monitor the progress and quality of work in your area of responsibility
- E6 Ensure health and safety requirements are met in your area of responsibility

Optional

- B11 Promote equality of opportunity and diversity in your area of responsibility
- C2 Encourage innovation in your area of responsibility
- C5 Plan change
- C6 Implement change
- D1 Develop productive working relationships with colleagues
- D3 Recruit, select and keep colleagues
- D7 Provide learning opportunities for colleagues
- E1 Manage a budget
- F1 Manage a project
- F6 Monitor and solve customer service problems
- F8 Work with others to improve customer service

Level 4 NVQ/SVQ in Management

Candidates will need to complete five mandatory units and three optional units (from a choice of 16) in order to achieve the full qualification

Mandatory

- B1 Develop and implement operational plans for your area of responsibility
- C2 Encourage innovation in your area of responsibility
- D2 Develop productive working relationships with colleagues and stakeholders
- E6 Ensure health and safety requirements are met in your area of responsibility
- F3 Manage business processes

Optional

- A2 Manage your own resources and professional development
- A3 Develop your personal networks
- B6 Provide leadership in your area of responsibility
- B8 Ensure compliance with legal, regulatory, ethical and social requirements
- B11 Promote equality of opportunity and diversity in your area of responsibility
- C4 Lead change
- C5 Plan change
- C6 Implement change
- D3 Recruit, select and keep colleagues
- D6 Allocate and monitor the progress and quality of work in your area of responsibility
- D7 Provide learning opportunities for colleagues
- E2 Manage finance for your area of responsibility
- F1 Manage a project
- F2 Manage a programme of complementary projects
- F8 Work with others to improve customer service
- F9 Build your organisation's understanding of its market and customers
- F11 Manage the achievement of customer satisfaction

Level 5 NVQ/SVQ in Management

Candidates will need to complete four mandatory units and three optional units (from a choice of 21) in order to achieve the full qualification

Mandatory

- B7 Provide leadership for your organisation
- C3 Encourage innovation in your organisation
- E7 Ensure an effective organisational approach to health and safety
- F12 Improve organisational performance

Optional

- A2 Manage your own resources and professional development
- A3 Develop your personal networks
- B2 Map the environment in which your organisation operates
- B3 Develop a strategic business plan for your organisation
- B4 Put the strategic business plan into action
- B8 Ensure compliance with legal, regulatory, ethical and social requirements
- B9 Develop the culture of your organisation
- B10 Manage risk
- B12 Promote equality of opportunity and diversity in your organisation
- C4 Lead change
- C5 Plan change
- C6 Implement change
- D2 Develop productive working relationships with colleagues and stakeholders
- D4 Plan the workforce
- D7 Provide learning opportunities for colleagues
- E3 Obtain additional finance for the organisation
- E4 Promote the use of technology within your organisation
- F2 Manage a programme of complementary projects
- F4 Develop and review a framework for marketing
- F9 Build your organisation's understanding of its market and customers
- F10 Develop a customer focussed organisation