

Qualification Structure for Level 3 Diploma in Management - 60137794

To achieve a Level 3 Diploma in Management, learners must complete a minimum of 55 credits:

- 31 credits from Group A Mandatory Units
- A minimum of 17 credits from Group B Optional Units
- A maximum of 7 credits from Group C Optional Units

A minimum of 48 credits must be achieved through the completion of units at Level 3 or above

Unit Number	Unit title	Credit Value	Level
Mandatory Group A			
M & L 9	Manage personal and professional development	3	3
M & L 11	Manage team performance	4	3
M & L 15	Principles of leadership and management	8	3
M 7 L 24	Principles of people management	6	3
B & A 59	Principles of business	10	3
Optional Group B			
M & L 10	Promote equality and diversity in the workplace	3	3
M & L 12	Manage individuals' performance	4	3
M & L 13	Manage individuals' development in the workplace	3	3
M & L 14	Chair and lead meetings	3	3
M & L 16	Encourage innovation	4	3
M & L 17	Manage conflict within a team	5	3
M & L 18	Procure products and/or services	5	3
M & L 19	Implement change	5	3
M & L 20	Implement & maintain business continuity plans and processes	4	3
M & L 21	Collaborate with other departments	3	3
M & L 22	Support remote or virtual teams	4	3
M & L 23	Participate in a project	3	3
M & L 25	Develop & maintain professional networks	3	4
M 7 L 27	Develop & maintain an operational plan	5	4
M & L 28	Encourage learning & development	3	4
M & L 28	Encourage learning & development	3	4
M & L 31	Discipline & grievance management	3	4
M 7 L 32	Develop working relationships with stakeholders	4	4
M & L 34	Manage physical resources	4	4
M & L 35	Manage the impact of work activities on the environment	4	4
M & L 36	Prepare for and support quality audits	3	4
M & L 37	Conduct quality audits	3	4
M & L 38	Manage a budget	4	4
M & L 40	Manage a project	7	4
M & L 41	Manage business risk	6	4
M & L 42	Manage knowledge in an organisation	5	4
M & L 43	Recruitment, selection & induction practice	6	4
M & L 44	Manage redundancy and redeployment	6	4

Location	Title	Responsibility	Date Created	Version/updated	Review Date
Learners/QCF Indexes/QCF Indexes/Team Leading & Management	Qualification Structure for Management	CC	Sept'14	1	July'15

Unit Number	Unit title	Credit Value	Level
Optional Group C			
B & A 35	Buddy a colleague to develop their skills	3	2
B & A 41	Contribute to the improvement of business performance	6	3
B & A 42	Negotiate in a business environment	4	3
B & A 43	Develop a presentation	3	3
B & A 44	Deliver a presentation	3	3
B & A 46	Contribute to the development & implementation of an information system	6	3
CS 30	Resolve customers' problems	4	3
CS 31	Resolve customers' complaints	4	3
CS 32	Gather, analyse & interpret customer feedback	5	3
B & A 39	Employee rights and responsibilities	2	2
HSPW 2	Health & safety procedures in the workplace	2	2
B & A 69	Manage events	6	4
CS 36	Review the quality of customer service	4	4
Barred Units			
This unit is		Barred against this unit	
M & L 23: Participate in a project		M & L 40: Manage a project	

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