

Management NVQ Level 4

This is a recognised professional qualification for senior and second-line managers.

- Course duration: 9 – 12 months
- Assessed through observation, discussion, documentation, testimony and personal statement.
- Supported through e.learning and onsite workshops
- Candidates must complete a total of *eight* units

Mandatory Units	
1	Develop and implement operational plans for your area of responsibility
2	Encourage innovation in your area of responsibility
3	Develop productive working relationships with colleagues and stakeholders
4	Ensure health and safety requirements are met in your area of responsibility
5	Manage business processes
Optional Units (<i>choose three optional units</i>)	
6	Manage your own resources and professional development
7	Develop your personal networks
8	Promote equality of opportunity and diversity in your area of responsibility
9	Provide leadership in your area of responsibility
10	Ensure compliance with legal, regulatory, ethical and social requirements
11	Encourage innovation in your area of responsibility
12	Lead change
13	Plan change
14	Implement change
15	Recruit, select and keep colleagues
16	Allocate and monitor the progress and quality of work in your area of responsibility
17	Provide learning opportunities for colleagues
18	Manage finance for your area of responsibility
19	Manage a project
20	Manage the achievement of customer satisfaction
21	Work with others to improve customer service
22	Build your organisation's knowledge of its customers and its market

Highlights

- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors
- No written exams or tests

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