Management
Level 3 Diploma

This qualification is suitable individuals in any industry sector that involve management and leadership responsibilities, you will be working as a supervisor or first line manager.

You'll gain practical and technical management skills you can use throughout your career and develop behaviours that supports competence in your role. It's a great opportunity to have existing skills recognised and achieve a nationally recognised qualification.

There are a set of mandatory units and a selection of optional units to choose from, the optional units listed below are only a selection there is a wide choice available. We'll help you put together the right combination to fit the job you're doing and the way you want to develop your career.

Mandatory units

- Manage Your Professional Development Within an Organisation
- Set Objectives and Provide Support for Team Members
- Plan, Allocate and Monitor Work of a Team

Optional units

- Develop, Maintain and Review Personal Networks
- Provide Leadership and Direction for Own Area of Responsibility
- Ensure Compliance with Legal, Regulatory, Ethical and Social Requirements
- Manage Risk in Own Area of Responsibility
- Review Risk Management Processes in Own Area of Responsibility
- Manage Personal Development
- Support Team Members in Identifying, Developing and Implementing New Ideas
- Implement Change in Own Area of Responsibility
- Develop Working Relationships With Colleagues and Stakeholders
- Plan, Allocate and Monitor Work in Own Area of Responsibility
- Support Learning and Development Within Own Area of Responsibility
- Build, Support and Manage a Team
- Manage Conflict in a Team
- Lead and Manage Meetings
- Support Individuals to Develop and Take Responsibility for Their Performance
- Know How to Follow Disciplinary Procedures
- Managing Grievance Procedure
- Support the Management of Redundancies in Own Area of Responsibility
- Manage the Achievement of Customer Satisfaction
- Prepare For and Support Quality Audit
- Manage Customer Service in own Area of Responsibility
- Recruit Staff in Own Area of Responsibility

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