

# Management & Leadership

## Overview

The aim of this qualification is to contribute to the skills, knowledge and overall performance of the management team. It provides insight into the principles and processes of Management and Leadership and builds on the experience of manager's already in roles and assists those progressing. It can be applied across a broad range of sectors and job roles. Good managers are essential to the success of any business, so the skills gained will be valuable.

Available at Level 3 and 5

## Who will benefit?

**At level 3** this qualification is designed for those who are entering a management role or who wish to gain a qualification that formally recognises their skills, those who manage a team and are responsible for its performance and middle managers who have a wider managerial role, which could include recruitment and budgetary responsibilities.

**At level 5** this qualification is designed to for those who have moved into a senior managerial role at a strategic level responsible for the organisation.

## Outcomes

The Management and Leadership Qualification will benefit your business by enabling Managers to meet many objectives; listed below are just a few examples:

- Set objectives and provide support for team members; plan, allocate and monitor the work of a team
- supporting organisational objectives through a wide range of functions, including: monitoring work, giving feedback, briefing teams, supporting team members, resolving problems, procuring supplies, project management and delivering and improving customer service
- develop skills to include planning, allocating and monitoring the work of a team, supporting team members, managing conflict, resolving problems, project management, agreeing budgets and managing customer service
- at level 5 you may also cover:
  - providing leadership for the organisation
  - encourage innovation in your organisation
  - ensure an effective organisational approach to health and safety

## Management and Leadership Units (Level 3)

Manage own professional development within an organisation	Set objectives and provide support for team members	Plan, allocate and monitor work of a team
Manage personal development	Develop, maintain and review personal networks	Manage risk in own area of responsibility
Review risk management processes in own area of responsibility	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	Provide leadership and direction for own area of responsibility
Ensure compliance with legal, regulatory, ethical and social requirements	Support team members in identifying, developing and implementing new ideas	Implement change in own area of responsibility
Develop working relationships with colleagues	Manage conflict in a team	Lead and manage meetings
Participate in meetings	Support individuals to develop and take responsibility for their performance	Know how to follow disciplinary procedures
Managing grievance procedures	Support the management of redundancies in own area of responsibility	Develop working relationships with colleagues and stakeholders
Recruit staff in own area of responsibility	Plan, allocate and monitor work in own area of responsibility	Support learning and development within own area of responsibility
Address performance problems affecting team members	Build, support and manage a team	Make effective decisions
Communicate information and knowledge	Manage knowledge in own area of responsibility	Procure supplies
Manage a tendering process	Develop and implement a risk assessment plan in own area of responsibility	Manage physical resources

In addition, learners will also complete functional skills and technical certificates (this is for level 3)

## Management and Leadership Units (Level 5)

Develop and evaluate operational plans for own area of responsibility	Provide leadership and direction for own area of responsibility	Plan change in own area of responsibility
Work productively with colleagues and stakeholders	Develop, maintain and review personal networks	Establish risk management processes for an organisation
Manage risk in own area of responsibility	Review risk management processes in own area of responsibility	Promote equality of opportunity, diversity and inclusion across an organisation
Inform strategic decision-making	Ensure compliance with legal, regulatory, ethical and social requirements	Support the culture of an organisation
Lead innovation within an organisation	Implement change in own area of responsibility	Support individuals to develop and take responsibility for their performance
Know how to follow disciplinary procedures	Managing grievance procedures	Support the management of redundancies in own area of responsibility
Developing collaborative relationships with other organisations	Develop working relationships with colleagues and stakeholders	Recruit staff in own area of responsibility
Examine staff turnover issues in own area of responsibility	Plan, allocate and monitor work in own area of responsibility	Support learning and development within own area of responsibility
Address performance problems affecting team members	Build, support and manage a team	Manage a budget for own area or activity of work
Managing a tendering process	Outsource organizational processes	Promote the use of technology within an organisation
Develop and implement a risk assessment plan in own area of responsibility	Manage health and safety across an organisation	Manage physical resources
Manage the environmental impact of work activities	Plan and manage a project	Develop a customer focused organisation
Manage the achievement of customer satisfaction	Prepare for and support quality audits	Conduct a quality audit
Manage product development and marketing	Manage a programme of complementary projects	Monitor and review business processes
Develop and implement marketing plans	Analyse the market in which your organization operates	