

# NVQ Management Level 4

This NVQ is ideal for those who are working in middle management positions and who are keen to develop their management skills. All Management NVQs are applicable across business sectors and organisations.

Candidates completing this NVQ may wish to progress to further qualifications at Level 4 in the same and related subject areas, including NVQ Advice and Guidance Level 4.

This qualification consists of 5 mandatory units:

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

Assessments will take place in the workplace and will include the following methods: Observation, professional discussion, questioning, and projects and assignments.

Optional units include the following from which 3 need to be chosen:

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