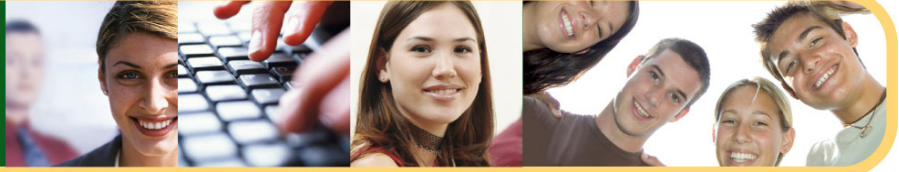


smart people:
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NATIONAL VOCATIONAL QUALIFICATIONS

Who needs an NVQ?

Anyone in the workplace. NVQs are work based qualifications for anyone who undertakes a job role. They are open to anyone and there are no entry requirements necessary.

What is the purpose of an NVQ?

NVQs give recognition of the skills and competencies of anyone in the workplace. Different levels provide the individual with a learning opportunity to demonstrate their knowledge and skill whilst developing themselves on the career ladder. NVQ units encompass a wide range of related work topics.

What are the benefits of an NVQ?

An employee will benefit by

- Having more understanding of their responsibilities
- An opportunity to develop new skills
- Accreditation of current skills

An employer will benefit by

- More developed staff giving better performance
- More staff motivation
- Better service to clients

Management – Level 4

To achieve a full award, candidates must complete **five mandatory units** and **three optional units** (eight units in total).

Mandatory Units

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

Optional Units

- Manage your own resources and professional development
- Develop your personal networks
- Provide leadership in your area of responsibility
- Ensure compliance with legal, regulatory, ethical and social requirements
- Promote equality of opportunity and diversity in your area of responsibility
- Lead change
- Plan change
- Implement change
- Recruit, select and keep colleagues
- Allocate and monitor the progress and quality of work in your area of responsibility
- Provide learning opportunities for colleagues
- Reduce and manage conflict in your team
- Lead meetings
- Manage finance for your area of responsibility
- Manage physical resources
- Manage the environmental impact of your work
- Take effective decisions
- Manage a project
- Manage a programme of complementary projects
- Work with others to improve customer service
- Build your organisation's understanding of its market and customers
- Manage the achievement of customer satisfaction.