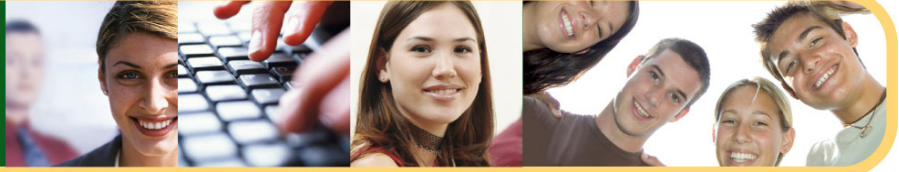


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## NATIONAL VOCATIONAL QUALIFICATIONS

### 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

## Team Leading – Level 2

To achieve a full award, candidates must complete **four mandatory units** and **two optional units** (six units in total).

### Mandatory Units

- Manage your own resources
- Provide leadership for your team
- Develop productive working relationships with colleagues
- Ensure your own actions reduce risks to health and safety

### Optional Units

- Encourage innovation in your team
- Allocate and check work in your team
- Provide learning opportunities for colleagues
- Help team members address problems affecting their performance
- Participate in meetings
- Resolve customer service problems
- Support customer service improvements.

## Management – Level 3

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

### Mandatory Units

- Manage your own resources and professional development
- Provide leadership in your area of responsibility
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure health and safety requirements are met in your area of responsibility

### Optional Units

- Promote equality of opportunity and diversity in your area of responsibility
- Encourage innovation in your area of responsibility
- Plan change
- Implement change
- Develop productive working relationships with colleagues
- Recruit, select and keep colleagues
- Provide learning opportunities for colleagues
- Help team members address problems affecting their performance
- Build and manage teams
- Lead meetings
- Participate in meetings
- Manage a budget
- Manage the environmental impact of your work
- Take effective decisions
- Communicate information and knowledge
- Manage a project
- Monitor and solve customer service problems
- Work with others to improve customer service.