

# Learner Information

CMI Level 4 NVQ Diploma in Management (QCF)



601/6877/8

## ABOUT THIS QUALIFICATION

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This qualification is a new National Vocational Qualification (NVQ) that allows you to undertake on the job competence based learning.

The qualification is accredited on to the Qualifications and Credit Framework (QCF) and is regulated by Ofqual in England, Wales and Northern Ireland.

Upon successful completion of this qualification, you will have achieved 53 QCF credits.

It is expected that you will undertake 229-374 hours of Guided Learning, which could include teacher supervised or directed study time, over a maximum of three years.

This qualification can be undertaken as part of the Higher Apprenticeship in Management, together with Transferable/Functional Skills, and Employer Rights and Responsibilities. For more information please see [here](#).

You are, however, able to complete this qualification as a standalone qualification outside of the apprenticeship framework, for example in the event that you wish to update your competences only. The qualification will cover the same topics (see below) and be assessed in the same way, to validate and develop your skills as a manager.

## WHAT DOES THIS QUALIFICATION COVER?

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By undertaking this qualification, you will be developing your key skills as a manager, including working with others, managing yourself, and coordinating the work of others.

There are five mandatory units consisting of a total of 31 Credits to complete, and these units cover how to manage personal and professional development, manage team performance, understand key principles of management and leadership, and manage people. You will then be required to select an additional 24 credits from optional unit groups B and C.

### Mandatory Group A

- Manage personal and professional development
- Provide leadership and management
- Develop and implement an operational plan
- Develop working relationships with stakeholders

### Optional Group B

- Develop and maintain professional networks
- Encourage learning and development
- Initiate and implement operational change
- Discipline and grievance management
- Manage a tendering process
- Manage physical resources
- Manage the impact of work activities on the environment
- Prepare for and support quality audits

- Conduct quality audits
- Manage a budget
- Manage a project
- Manage business risk
- Manage knowledge in an organisation
- Recruitment, selection and induction practice
- Manage redundancy and deployment
- Promote equality, diversity and inclusion in the workplace
- Manage team performance
- Manage individuals' performance
- Manage individuals' development in the workplace
- Chair and lead meetings
- Encourage innovation
- Manage conflict within a team
- Procure products and/or services
- Implement and maintain business continuity plans and processes
- Collaborate with other departments
- Support remote or virtual teams
- Contribute to the development of a strategic plan
- Design business processes
- Develop and manage collaborative relationships with other organisations
- Optimise the use of technology
- Manage product and/or service development

### **Optional Group C**

- Manage health and safety in own area of responsibility
- Contribute to the design and development of an information system
- Manage information systems
- Manage events
- Manage customer service operations
- Review the quality of customer service
- Contribute to the improvement of business performance
- Negotiate in a business environment
- Resolve customers' problems
- Resolve customers' complaints
- Analyse competitor activity
- Developing sales proposals
- Prioritising information for sales planning

Further information on this qualification can be found [here](#).

### **WHO CAN TAKE THIS QUALIFICATION?**

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This qualification is suitable for Learners from age 19 and who are in a middle manager role.

There are no specific entry requirements for this qualification, but as a Learner you will be expected to be working within an organisation or role where you can demonstrate skills and competencies.

### **WHAT COULD THIS QUALIFICATION LEAD TO?**

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This qualification is supported by Employers, who agree that it provides skills and knowledge for individuals entering the management sector in roles including, but not limited to:

- Manager
- Deputy Manager
- Duty Manager
- Operational Manager

After completion of this qualification, you can also continue your learning and progress on to the following qualifications:

- CMI Level 4 Qualifications in Management and Leadership (QCF)
- CMI Level 5 Qualifications in Management and Leadership (QCF)
- CMI Level 5 NVQ Diploma in Management and Leadership (QCF) (601/3780/0)
- Higher Apprenticeship in Management

You may also wish to progress on to a similar qualification with another Awarding Organisation.

This is a standalone qualification, and not part of a suite of qualifications. There is no alternative at a smaller or larger size.

## **WHO SUPPORTS THIS QUALIFICATION?**

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This qualification is supported by Employers including Devon County Council, Barnsley Metropolitan Borough Council, Hanover Housing Association and INTEC for the job roles specified above.

Chartered Management Institute (CMI) is a professional body – and the only chartered body - for management and leadership. Once registered for this qualification, you will automatically become a studying member, and upon completion will be eligible to become an Associate member.

There are no formal agreements for entry on to a Higher Education programme or course.