

Learner Information

CMI Level 3 Diploma in Management (QCF)

601/3779/4



ABOUT THIS QUALIFICATION

This qualification is a new “combined” qualification that incorporates aspects of a Vocationally Related Qualification (VRQ) and a National Vocational Qualification (NVQ). This qualification allows you to undertake both knowledge based learning, and 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 55 QCF credits.

It is expected that you will undertake 284-371 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 Advanced Level Apprenticeship, together with Transferable/Functional Skills, Employer Rights and Responsibilities and Personal Learning and Thinking Skills (PLTS). 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 first line manager.

WHAT DOES THIS QUALIFICATION COVER?

By undertaking this qualification, you will be developing your key skills as a first line 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
- Manage team performance
- Principles of leadership and management
- Principles of people management
- Principles of

Optional Group B

- Promote equality, diversity and inclusion in the workplace
- Manage individuals' performance
- Managing individuals' development in the workplace
- Chair and lead meetings

- Encourage innovation
- Manage conflict within a team
- Procure products and/or services
- Implement change
- Implement and maintain business continuity plans and processes
- Collaborate with other departments
- Support remote or virtual teams
- Participate in a project
- Develop and maintain professional networks
- Develop and implement an operational plan
- Encourage learning and development
- Discipline and grievance management
- Develop working relationships with stakeholders
- 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 redeployment

Optional Group C

- Buddy a colleague to develop their skills
- Contribute to the improvement of business performance
- Negotiate in a business environment
- Develop a presentation
- Deliver a presentation
- Contribute to the development and implementation of an information system
- Resolve customers' problems
- Resolve customers' complaints
- Gather, analyse and interpret customer feedback
- Employee rights and responsibilities
- Health and safety procedures in the workplace
- Manage events
- Review the quality of customer service

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

WHO CAN TAKE THIS QUALIFICATION?

This qualification is suitable for Learners from age 16 and who are in a supervisor or junior 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?

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:

- First Line Manager
- Section Manager
- Assistant Manager
- Trainee Manager
- Senior Supervisor
- Junior non-commissioned officer

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

- CMI Level 3 Qualifications in Coaching and Mentoring (QCF)
- CMI Level 4 Qualifications in Management and Leadership (QCF)
- Advanced Level Apprenticeship

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?

This qualification is supported by Employers including East Sussex Council, Serco and Broadland Council 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.