



Step Up

Training and Care

From Training to Caring, we deliver excellence

Qualification Name	Level 3 Diploma in Management
Qualification achieved	Highfield Level Diploma in Management (RQF) 601/4097/5

Qualification Structure

This qualification will be assessed through a portfolio of evidence.

You will be assigned a personal assessor who will help guide you through the learning criteria for this qualification, delivered as a distance learning qualification.

Learners will be required to undertake personal research and complete assignments in line with the qualification criteria. Work is submitted through building a portfolio of evidence which is submitting in a variety of ways including

- Telephone appointments with your assessor
- Written submissions usually sent by email
- Completing an E-portfolio where requested.

The learner will over the duration of the qualification build a portfolio of evidence based on the criteria required to complete this qualification

An observation of the learner in practice is required to complete this qualification. Learners should be in a suitable job role to support the observation and their chosen optional units.

There are no exams required to achieve the qualification

Qualification Duration

The duration of the qualification depends on whether the learner has had prior learning or prior achievements, as this may reduce the time needed to prepare for the assessment. However, the total time for the qualification is 550 hours. Of this, 284 are recommended as guided learning hours.

This equates to approximately a 6-month timescale but is dependent on a learner being engaged in their studies, submitting evidence to match the learning criteria usually on a weekly basis to your personal assessor.

Costs

This course is £800

50% is payable at point of enrolment with the remaining 50% payable upon completion of the qualification.

Who can enrol for this course?

Must be aged 16+.

Entry requirements
There is no formal entry requirement however It is advised that learners have a minimum of level 2 in literacy and numeracy before enrolling onto this course
Who is this qualification suitable for?
<p>The objective of this qualification is to support a role in the workplace. It is aimed at learners working in a management role in any sector.</p> <p>The qualification forms the knowledge and competency requirements of the SASE Advanced Apprenticeship Framework in Management and covers the knowledge and skills from within the Team Leader/Supervisor apprenticeship standard.</p> <p>Topics include managing team performance, managing personal and professional development, understanding business as well as a variety of units covering subjects in project management, managing budgets and implementing operational plans.</p> <p>It is ideal for individuals looking to take their first step into line management and for those who already have some management responsibilities. This combined knowledge and competency-based qualification will build and develop new skills to enhance their management career.</p> <p>This qualification aims to provide learners with the knowledge and skills they need to operate as a successful manager. It will also allow learners to develop skills, such as communication, presentation skills and project management, in a range of areas relevant to managerial roles.</p>
Certification
Upon successful completion of this qualification, you will be issued with a hard copy of your certificate.
Enrolment
Full details of how to enrol on this qualification can be found on our website, under the section Enrolment.

Module Content
<p>To complete the Highfield Level 3 Diploma in Management, learners must complete the following:</p> <ul style="list-style-type: none"> • all units in Mandatory Group totalling 31 credits • a minimum of 17 credits from Optional Group A • a maximum of 7 credits from Optional Group B <p>A minimum of 41 credits must be achieved through the completion of units at level 3 or above.</p> <p>Mandatory group: Learners must achieve all units in this group</p> <ul style="list-style-type: none"> • Manage personal and professional development (Credit Value 3) • Manage team performance (Credit Value 4) • Principles of leadership and management (Credit Value 8) • Principles of people management (Credit Value 6) • Principles of Business (Credit Value 10) <p>Optional group A: Learners must achieve a minimum of 17 credits from this group.</p> <ul style="list-style-type: none"> • Promote equality, diversity and inclusion in the workplace (Credit Value 3) • Manage individuals' performance (Credit Value 4) • Manage individuals' development in the workplace (Credit Value 3) • Chair and lead meetings (Credit Value 3) • Encourage innovation (Credit Value 4)

- Manage conflict within a team (Credit Value 5)
- Procure products and/or services (Credit Value 5)
- Implement change (Credit Value 5)
- Implement and maintain business continuity plans and processes (Credit Value 4)
- Collaborate with other departments (Credit Value 3)
- Support remote or virtual teams (Credit Value 4)
- Participate in a project (Credit Value 3)
- Develop and maintain professional networks (Credit Value 3)
- Develop and implement an operational plan (Credit Value 5)
- Encourage learning and development (Credit Value 3)
- Discipline and grievance management (Credit Value 3)
- Develop working relationships with stakeholders (Credit Value 4)
- Manage physical resources (Credit Value 4)
- Manage the impact of work activities on the environment (Credit Value 4)
- Prepare for and support quality audits (Credit Value 3)
- Conduct quality audits (Credit Value 3)
- Manage a budget (Credit Value 4)
- Manage a project (Credit Value 7)
- Manage business risk (Credit Value 6)
- Manage knowledge in an organisation (Credit Value 5)
- Recruitment, selection and induction practice (Credit Value 6)
- Manage redundancy and redeployment (Credit Value 6)

Optional group B: Learners may achieve a maximum of 7 credits from this group.

- Buddy a colleague to develop their skills (Credit Value 3)
- Contribute to the improvement of business performance (Credit Value 6)
- Negotiate in a business environment (Credit Value 4)
- Develop a presentation (Credit Value 3)
- Deliver a presentation (Credit Value 3)
- Contribute to the development and implementation of an information system (Credit Value 6)
- Resolve customers' problems (Credit Value 4)
- Resolve customers' complaints (Credit Value 4)
- Gather, analyse and interpret customer feedback (Credit Value 5)
- Employee rights and responsibilities (Credit Value 2)
- Health and safety procedures in the workplace (Credit Value 2)
- Manage events (Credit Value 6)
- Review the quality of customer service (Credit Value 4)