

Management and Leadership Level 4

The aim of this qualification is to contribute to the skills, knowledge and overall performance of management and leadership. Its purpose is to provide insight into the principles and processes of management and leadership and to aid career progression.

It is designed for middle managers and supports the development of their ability to lead and manage individuals and teams. The qualification develops important skills, including providing leadership and management and developing working relationships with stakeholders.

The qualifications consist of units, each of which has a credit value. In order to achieve the qualification at a particular level, candidates must achieve units whose total credit value equals or exceeds that required for that level. A detailed description of the credit values and how they are applied is provided in the qualification structures on the following pages.

Level 4 Diploma in Management (QCF)

To achieve a Level 4 Diploma the candidate must complete units to gain a minimum of 53 credits. The credit total is made up from:

- 17 credits must be completed from mandatory units
- A minimum of 20 credits must be achieved from optional group B
- A maximum of 16 credits from optional group C

A **minimum of 40 credits** must be achieved through completion of units at Level 4 or above.

Higher Apprenticeship in Management and Leadership

To achieve the Higher Apprenticeship in Management, the candidate will need to complete the following:

- 53 credits from the Level 4 Diploma in Management (QCF)
- 39 credits from the Technical Certificate – Level 4 Diploma in Management and Leadership (QCF)

Optional Functional Skills in Mathematics Level 2, English Level 2 and ICT Level 2



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Group	Unit Titles	Credit Values	Unit Level
Mandatory Units			
A	Manage personal and professional development	3	3
A	Provide leadership and management	5	4
A	Develop and implement an operational plan	5	4
A	Develop working relationships with stakeholders	4	4
Optional Group B			
B	Develop and maintain professional networks	3	4
B	Encourage learning and development	3	4
B	Initiate and implement operational changes	4	4
B	Discipline and grievance management	3	4
B	Manage a tendering process	4	4
B	Manage physical resources	4	4
B	Manage the impact of work activities on the environment	4	4
B	Prepare for and support quality audits	4	4
B	Conduct quality audits	4	4
B	Manage a budget	4	4
B	Manage a project	4	4
B	Manage business risk	4	4
B	Manage knowledge in an organisation	4	4
B	Recruitment, selection and induction process	4	4
B	Manage redundancy and redeployment	4	4
B	Promote equality, diversity and inclusion in the workplace	3	3
B	Manage team performance	3	3
B	Manage individuals' performance	3	3
B	Manage individuals' development in the workplace	3	3
B	Chair and lead meetings	3	3
B	Encourage innovation	3	3
B	Manage conflict within a team	3	3
B	Procure products and/or services	3	3
B	Implement and maintain business continuity plans and processes	3	3
B	Collaborate with other departments	3	3
B	Support remote or virtual teams	3	3
B	Contribute to the development of a strategic plan	5	5
B	Design business processes	5	5
B	Develop and manage collaborative relationships with other organisations	5	5
B	Optimise the use of technology	5	5
B	Manage product and/or service development	5	5
Optional Group C			
C	Manage health and safety in own area of	5	4
C	Contribute to the design and development of an information system	5	4
C	Manage information systems	6	4
C	Manage events	6	4
C	Manage customer service operations	7	4
C	Review the quality of customer service	4	4
C	Contribute to the improvement of business performance	6	3
C	Negotiate in a business environment	4	3
C	Resolve customers' problems	4	3
C	Resolve customers' complaints	4	3
C	Analyse competitor activity	3	3
C	Developing sales proposals	5	4
C	Prioritising information for sales planning	3	4