



<b>Mandatory Group A</b>	<b>Credit</b>	<b>Level</b>
Manage personal and professional development	3	3
Manage team performance	4	3
Principles of leadership and management (Assignment)	8	3
Principles of people management (Assignment)	6	3
Principles of Business (Assignment)	10	3
Employee rights and responsibilities (Short answer questions)	2	2
Promote equality, diversity and inclusion in the workplace	3	3
<b>Optional Group B</b>	<b>Credit</b>	<b>Level</b>
Manage individuals' performance	4	3
Manage individuals' development in the workplace	3	3
Chair and lead meetings	3	3
Encourage innovation	4	3
Manage conflict within a team	5	3
Procure products and/or services	5	3
Implement change	5	3
Implement and maintain business continuity plans and processes	4	3
Collaborate with other departments	3	3
Support remote or virtual teams	4	3
Participate in a project	3	3
Develop and maintain professional networks	3	4
Develop and implement an operational plan	5	4
Encourage learning and development	3	4
Discipline and grievance management	3	4
Develop working relationships with stakeholders	4	4
Manage physical resources	4	4
Manage the impact of work activities on the environment	4	4
Prepare for and support quality audits	3	4
Conduct quality audits	3	4
Manage a budget	4	4
Manage a project	7	4
Manage business risk	6	4
Manage knowledge in an organisation	5	4
Recruitment, selection and induction practice	6	4
Manage redundancy and redeployment	6	4

<b>Optional Group C</b>	<b>Credit</b>	<b>Level</b>
Buddy a colleague to develop their skills	3	2
Contribute to the improvement of business performance	6	3
Negotiate in a business environment	4	3
Develop a presentation	3	3
Deliver a presentation	3	3
Contribute to the development and implementation of an information system	6	3
Resolve customers' problems	4	3
Resolve customers' complaints	4	3
Gather, analyse and interpret customer feedback	5	3
Health and safety procedures in the workplace	2	2
Manage events	6	4
Review the quality of customer service	4	4

<b>Barred units</b>	
<b>This unit</b>	<b>Is barred against this unit</b>
Participate in a project (F/506/1934)	Manage a project (R/506/1999)