

Level 2 Diploma in Team Leading (combined qualification)

Qualification Title	Level 2 Diploma in Team Leading (QCF)
Credit Value	40
Level	3
Structure Reference	S/016/614
Minimum GLH	201
Maximum GLH	259
Qualification Structure	<p>To achieve a Level 2 Diploma in Team Leading, learners must complete a minimum of 40 credits:</p> <ol style="list-style-type: none"> 22 credits from GROUP A MANDATORY UNITS a minimum of 12 credits from GROUP B OPTIONAL UNITS a maximum of 6 credits from GROUP C OPTIONAL UNITS. <p>A minimum of 40 credits must be achieved through the completion of units at Level 2 or above.</p>

Mandatory Group A					
CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
M&L 1	L/506/1788	Manage personal performance and development	4	2	18
M&L 4	T/506/1798	Communicate work-related information	4	2	23
M&L 5	H/506/1800	Lead and manage a team	5	2	25
M&L 6	R/506/2294	Principles of team leading	5	2	37
M&L 8	R/506/2957	Understand business	4	2	32

Optional Group B					
CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
M&L 2	R/506/1789	Develop working relationships with colleagues	3	2	19
M&L 3	Y/506/2958	Contribute to meetings in a business environment	3	2	7
M&L 7	J/506/1806	Principles of equality and diversity in the workplace	2	2	10
M&L 10	T/506/1820	Promote equality, diversity and inclusion in the workplace	3	3	15
M&L 11	A/506/1821	Manage team performance	4	3	21
M&L 12	J/506/1921	Manage individuals' performance	4	3	20
M&L 14	Y/506/1924	Chair and lead meetings	3	3	10
M&L 16	J/506/2292	Encourage innovation	4	3	14
M&L 17	K/506/1927	Manage conflict within a team	5	3	25
M&L 18	M/506/1928	Procure products and/or services	5	3	35
M&L 21	M/506/1931	Collaborate with other departments	3	3	14
M&L 23	F/506/1934	Participate in a project	3	3	19

Optional Group C					
CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
	T/505/4673	Health and safety procedures in the workplace	2	2	16
B&A 16	R/506/1811	Store and retrieve information	4	2	19
B&A 18	D/506/1813	Handle mail	3	2	15
B&A 39	L/506/1905	Employee rights and responsibilities	2	2	16
CS 7	A/506/2130	Deliver customer service	5	2	27
CS 8	F/506/2131	Understand customers	2	2	17
CS 17	A/506/2158	Resolve customer service problems	5	2	22
B&A 42	H/506/1912	Negotiate in a business environment	4	3	18
B&A 43	K/506/1913	Develop a presentation	3	3	11
B&A 44	M/506/1914	Deliver a presentation	3	3	17
CS 31	R/506/2151	Resolve customers' complaints	4	3	22

Barred units	
This unit	Is barred against this unit
Contribute to meetings in a business environment (Y/506/2958)	Chair and lead meetings (Y/506/1924)
Principles of equality and diversity in the workplace (J/506/1806)	Promote equality, diversity and inclusion in the workplace (T/506/1820)

Level 3 Diploma in Management (combined qualification)

Qualification Title	Level 3 Diploma in Management (QCF)
Credit Value	55
Level	3
Structure Reference	S/016/604
Minimum GLH	284
Maximum GLH	371
Qualification Structure	<p>To achieve a Level 3 Diploma in Management, learners must complete a minimum of 55 credits:</p> <ul style="list-style-type: none"> • 31 credits from GROUP A MANDATORY UNITS • a minimum of 17 credits from GROUP B OPTIONAL UNITS • a maximum of 7 credits from GROUP C OPTIONAL UNITS. <p>A minimum of 41 credits must be achieved through the completion of units at Level 3 or above.</p>

Mandatory Group A					
CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
M&L 9	T/506/2952	Manage personal and professional development	3	3	12
M&L 11	A/506/1821	Manage team performance	4	3	21
M&L 15	F/506/2596	Principles of leadership and management	8	3	50
M&L 24	R/506/1937	Principles of people management	6	3	34
B&A 59	D/506/1942	Principles of Business	10	3	74

Optional Group B					
Unit ref.		Title	Credit	Level	GLH
M&L 10	T/506/1820	Promote equality, diversity and inclusion in the workplace	3	3	15
M&L 12	J/506/1921	Manage individuals' performance	4	3	20
M&L 13	L/506/1922	Manage individuals' development in the workplace	3	3	10
M&L 14	Y/506/1924	Chair and lead meetings	3	3	10
M&L 16	J/506/2292	Encourage innovation	4	3	14
M&L 17	K/506/1927	Manage conflict within a team	5	3	25
M&L 18	M/506/1928	Procure products and/or services	5	3	35
M&L 19	T/506/1929	Implement change	5	3	28
M&L 20	K/506/1930	Implement and maintain business continuity plans and processes	4	3	25
M&L 21	M/506/1931	Collaborate with other departments	3	3	14
M&L 22	A/506/1933	Support remote or virtual teams	4	3	18
M&L 23	F/506/1934	Participate in a project	3	3	19
M&L 25	J/506/1949	Develop and maintain professional networks	3	4	15

M&L 27	Y/506/1955	Develop and implement an operational plan	5	4	24
M&L 28	M/506/1962	Encourage learning and development	3	4	16
M&L 31	A/506/1981	Discipline and grievance management	3	4	26
M&L 32	F/506/1982	Develop working relationships with stakeholders	4	4	20
M&L 34	K/506/1989	Manage physical resources	4	4	26
M&L 35	J/506/2907	Manage the impact of work activities on the environment	4	4	30
M&L 36	K/506/1992	Prepare for and support quality audits	3	4	17
M&L 37	T/506/1994	Conduct quality audits	3	4	21
M&L 38	A/506/1995	Manage a budget	4	4	26
M&L 40	R/506/1999	Manage a project	7	4	38
M&L 41	L/506/2004	Manage business risk	6	4	27
M&L 42	A/506/2032	Manage knowledge in an organisation	5	4	34
M&L 43	R/506/2909	Recruitment, selection and induction practice	6	4	33
M&L 44	M/506/2044	Manage redundancy and redeployment	6	4	39

Optional Group C					
CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
B&A 35	M/506/1895	Buddy a colleague to develop their skills	3	2	19
B&A 41	D/506/1911	Contribute to the improvement of business performance	6	3	33
B&A 42	H/506/1912	Negotiate in a business environment	4	3	18
B&A 43	K/506/1913	Develop a presentation	3	3	11
B&A 44	M/506/1914	Deliver a presentation	3	3	17
B&A 46	A/506/1916	Contribute to the development and implementation of an information system	6	3	21
CS 30	K/506/2169	Resolve customers' problems	4	3	19
CS 31	R/506/2151	Resolve customers' complaints	4	3	22
CS 32	D/506/2170	Gather, analyse and interpret customer feedback	5	3	24
B&A 39	L/506/1905	Employee rights and responsibilities	2	2	16
	T/505/4673	Health and safety procedures in the workplace	2	2	16
B&A 69	M/506/1959	Manage events	6	4	49
CS 36	F/506/2176	Review the quality of customer service	4	4	20

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

Level 5 NVQ Diploma in Management and Leadership

Qualification Title	Level 5 NVQ Diploma in Management and Leadership (QCF)
Credit Value	53
Level	5
Structure Reference	S/016/612
Minimum GLH	237
Maximum GLH	318
Qualification Structure	<p>To achieve a Level 5 NVQ Diploma in Management and Leadership, learners must complete a minimum of 53 credits.</p> <ul style="list-style-type: none"> • 22 credits from GROUP A MANDATORY UNITS • a minimum of 23 credits from GROUP B OPTIONAL UNITS • a maximum of 8 credits from GROUP C OPTIONAL UNITS <p>A minimum of 30 credits must be achieved through the completion of units at Level 5 or above.</p>

Mandatory Group A					
CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
M&L 45	A/506/2046	Contribute to the development of a strategic plan	5	5	31
M&L 49	D/506/2055	Design business processes	5	5	23
M&L 50	H/506/2056	Manage strategic change	7	5	25
M&L 26	L/506/1953	Provide leadership and management	5	4	28

Optional Group B					
CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
M&L 46	J/506/2048	Establish business risk management processes	5	5	29
M&L 47	R/506/2053	Promote equality of opportunity, diversity and inclusion	5	5	26
M&L 51	T/506/2059	Develop and manage collaborative relationships with other organisations	5	5	28
M&L 52	F/506/2064	Optimise the use of technology	6	5	29
M&L 53	Y/506/2068	Manage product and/or service development	5	5	23
M&L 54	L/506/2293	Manage strategic marketing activities	7	5	28
M&L 25	J/506/1949	Develop and maintain professional networks	3	4	15
M&L 27	Y/506/1955	Develop and implement an operational plan	5	4	24
M&L 28	M/506/1962	Encourage learning and development	3	4	16
M&L 31	A/506/1981	Discipline and grievance management	3	4	26
M&L 32	F/506/1982	Develop working relationships with stakeholders	4	4	20
M&L 33	L/506/1984	Manage a tendering process	4	4	21
M&L 34	K/506/1989	Manage physical resources	4	4	26
M&L 35	J/506/2907	Manage the impact of work activities on the	4	4	30

		environment			
M&L 36	K/506/1992	Prepare for and support quality audits	3	4	17
M&L 37	T/506/1994	Conduct quality audits	3	4	21
M&L 38	A/506/1995	Manage a budget	4	4	26
M&L 40	R/506/1999	Manage a project	7	4	38
M&L 41	L/506/2004	Manage business risk	6	4	27
M&L 42	A/506/2032	Manage knowledge in an organisation	5	4	34
M&L 43	R/506/2909	Recruitment, selection and induction practice	6	4	33
M&L 44	M/506/2044	Manage redundancy and redeployment	6	4	39
M&L 64	D/506/2959	Lead the development of a knowledge management strategy	7	7	33
M&L 65	J/506/2101	Lead the development of a quality strategy	4	7	20
M&L 66	F/506/2114	Lead the development of a continuous improvement strategy	5	7	28

Optional Group C					
CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
	D/504/4056	Manage health and safety in own area of responsibility	5	4	15
B&A 64	A/506/1950	Contribute to the design and development of an information system	5	4	23
B&A 65	F/506/1951	Manage information systems	6	4	30
B&A 69	M/506/1959	Manage events	6	4	49
CS 34	M/506/2898	Manage customer service operations	7	4	23
CS 36	F/506/2176	Review the quality of customer service	4	4	20
	A/502/8656	Developing sales proposals	5	4	30
	D/502/8651	Prioritising information for sales planning	3	4	20

Level 7 NVQ Diploma in Strategic Management and Leadership

Qualification Title	Level 7 NVQ Diploma in Strategic Management and Leadership (QCF)
Credit Value	45
Level	7
Structure Reference	S/016/613
Minimum GLH	223
Maximum GLH	278
Qualification Structure	<p>To achieve a Level 7 NVQ Diploma in Strategic Management and Leadership, learners must complete a minimum of 45 credits.</p> <ul style="list-style-type: none"> • 16 credits from GROUP A MANDATORY UNITS • a minimum of 29 credits from GROUP B OPTIONAL UNITS. <p>A minimum of 35 credits must be achieved through the completion of Level 7 units.</p>

Mandatory Group A					
CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
M&L 57	K/506/2074	Develop a strategic business plan	5	7	31
M&L 58	A/506/2077	Execute a strategic business plan	5	7	29
M&L 67	R/506/2117	Provide strategic leadership and direction	6	7	39

Optional Group B					
CFA Ref.	Ofqual Ref.	Title	Credit	Level	GLH
M&L 56	Y/506/2071	Develop a business strategy	6	7	41
M&L 59	F/506/2078	Establish organisational governance controls	4	7	26
M&L 60	J/506/2079	Shape organisational culture and values	5	7	35
M&L 61	A/506/2080	Manage strategic human resources	5	7	23
M&L 63	J/506/2082	Obtain financial resources	6	7	20
M&L 64	D/506/2959	Lead the development of a knowledge management strategy	7	7	33
M&L 65	J/506/2101	Lead the development of a quality strategy	4	7	20
M&L 66	F/506/2114	Lead the development of a continuous improvement strategy	5	7	28
M&L 46	J/506/2048	Establish business risk management processes	5	5	29
M&L 47	R/506/2053	Promote equality of opportunity, diversity and inclusion	5	5	26
M&L 49	D/506/2055	Design business processes	5	5	23
M&L 51	T/506/2059	Develop and manage collaborative relationships with other organisations	5	5	28
M&L 52	F/506/2064	Optimise the use of technology	6	5	29
M&L 53	Y/506/2068	Manage product and/or service development	5	5	23
M&L 54	L/506/2293	Manage strategic marketing activities	7	5	28