

### Who is this NVQ for?

The Levels 4 NVQ in Management is a 'cross-sector' qualification. This means that it can be taken by managers across a wide variety of areas, including NHS trusts, educational institutions, government departments, the voluntary sector and the private sector.

At Level 4 you can expect to be a middle manager and thus hold a more central management role in an organisation. The five mandatory units develop skills in innovation. To achieve the qualification at Level 4, you must prove that you are competent in five mandatory units and three option units.

### Level 4 Units

#### Mandatory units

- Unit B1: Develop and implement operational plans for your area of responsibility
- Unit C2: Encourage innovation in your area of responsibility
- Unit D2: Develop productive working relationships with colleagues and stakeholders
- Unit E6: Ensure health and safety requirements are met in your area of responsibility
- Unit F3: Manage business processes

#### Option units

- Unit A2: Manage your own resources and professional development
- Unit A3: Develop your personal networks
- Unit B6: Provide leadership in your area of responsibility
- Unit B8: Ensure compliance with legal, regulatory, ethical and social requirements
- Unit B11: Promote equality of opportunity and diversity in your area of responsibility
- Unit C4: Lead change
- Unit C5: Plan change
- Unit C6: Implement change
- Unit D3: Recruit, select and keep colleagues
- Unit D6: Allocate and monitor the progress and quality of work in your area of responsibility
- Unit D7: Provide learning opportunities for colleagues
- Unit D10: Reduce and manage conflict in your team
- Unit D11: Lead meetings
- Unit E2: Manage finance for your area of responsibility
- Unit E8: Manage physical resources
- Unit E9: Manage the environmental impact of your work
- Unit E10: Take effective decisions
- Unit F1: Manage a project
- Unit F2: Manage a programme of complementary projects
- Unit F8: Work with others to improve customer service
- Unit F9: Build your organisation's understanding of its market and customers
- Unit F11: Manage the achievement of customer satisfaction