

Level 3 Diploma in Management

A minimum of 55 credits is required to achieve this qualification. 31 from Mandatory Group A units, a minimum of 17 credits from Group B optional units and a maximum of 7 credits from Group C optional units. A minimum of 41 credits must be at Level 3 or above.

Mandatory Units

Level of unit	Credit value	Unit Title
3	3	Manage personal and professional development
3	4	Manage team performance
3	8	Principles of leadership and management
3	6	Principles of people management
3	10	Principles of Business

Optional Group B Units

Level of unit	Credit value	Unit Title
3	3	Promote equality, diversity and inclusion in the workplace
3	4	Manage individuals' performance
3	3	Manage individuals' development in the workplace
3	3	Chair and lead meetings
3	4	Encourage innovation
3	5	Manage conflict within a team
3	5	Procure products and / or services
3	5	Implement change
3	4	Implement and maintain business continuity plans and processes
3	3	Collaborate with other departments
3	4	Support remote or virtual teams
3	3	Participate in a project
4	3	Develop and maintain professional networks
4	5	Develop and implement and operational plan
4	3	Encourage learning and development
4	3	Discipline and grievance management
4	4	Develop working relationships with stakeholders
4	4	Manage physical resources
4	4	Manage the impact of work activities on the environment
4	3	Prepare for and support quality audits
4	3	Conduct quality audits
4	4	Manage a budget
4	7	Manage a project
4	6	Manage business risk
4	5	Manage knowledge in an organisation
4	6	Recruitment, selection and induction practice
4	6	Manage redundancy and redeployment

Optional Group C Units

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