Section 1:

Overview

Where Service Matters

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Overview

Introduction

We want to make your experience of working with NCFE as pleasant and easy as possible. This Qualification Specification contains everything you need to know about this qualification and should be used by everyone involved in the planning, delivery and assessment of the NCFE Level 5 NVQ Diploma in Management.

The NCFE Level 5 NVQ Diploma in Management is a competence-based qualification.

A competence-based qualification is based on National Occupational Standards (NOS) and is a job-ready qualification which requires learners to demonstrate the skills and knowledge required to work in a specific industry. A competence-based qualification must be assessed in the workplace in accordance with the relevant assessment strategy. For further information on the assessment requirements see page 8.

All information contained in this specification is correct at the time of publishing.

Accreditation and funding

The NCFE Level 5 NVQ Diploma in Management has been accredited by the qualifications regulators for England, Wales and Northern Ireland [1] and is part of the Qualifications and Credit Framework (QCF). Its Qualification Accreditation Number is 501/0940/6.

It's eligible for funding under the Learning and Skills Act 2000 under Section 97. The aim reference is 50109406. Contact your local funding provider for further guidance.

[1]The qualifications regulators ('regulators') are Ofqual in England, DCELLS in Wales and CCEA in Northern Ireland.

Who and what is it for?

The Level 5 NVQ in Management is a cross-sector qualification. This means that this qualification will be taken by people with personal responsibility and autonomy in their role across a

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wide variety of areas, including NHS trusts, educational institutions, Government departments and the private sector.

Level 5 learners are expected to be working in a management and leadership role.

Achieving this competence-based qualification

This qualification is made up of:

4 Mandatory Units

* Develop and evaluate operational plans for own area of responsibility Y/600/9588
* Provide leadership and direction for own area of responsibility T/600/9601
* Plan change in own area of responsibility R/600/9654
* Work productively with colleagues and stakeholders M/600/9662

and 40 Optional Units

* Develop, maintain and review personal networks R/600/9587
* Establish risk management processes for an organisation A/600/9616
* Manage risk in own area of responsibility L/600/9619
* Review risk management processes in own area of responsibility L/600/9622
* Promote equality of opportunity, diversity and inclusion across an organisation T/600/9632
* Inform strategic decision-making D/600/9592
* Ensure compliance with legal, regulatory, ethical and social requirements H/600/9609
* Support the culture of an organisation M/600/9614
* Lead innovation within an organisation D/600/9642
* Implement change in own area of responsibility M/600/9659
* Support individuals to develop and take responsibility for their performance D/600/9690
* Know how to follow disciplinary procedures H/600/9691
* Managing grievance procedures K/600/9692

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- Support the management of redundancies in own area of responsibility M/600/9693
- Developing collaborative relationships with other organisations T/600/9694
- Develop working relationships with colleagues and stakeholders K/600/9661
- Recruit staff in own area of responsibility T/600/9663
- Examine staff turnover issues in own area of responsibility A/600/9664
- Plan, allocate and monitor work in own area of responsibility H/600/9674
- Support learning and development within own area of responsibility M/600/9676
- Address performance problems affecting team members F/600/9679
- Build, support and manage a team F/600/9682
- Manage a budget for own area or activity of work A/600/9695
- Manage a tendering process H/600/9738
- Outsource organisational processes T/600/9744
- Promote the use of technology within an organisation J/600/9702
- Develop and implement a risk assessment plan in own area of responsibility L/600/9703
- Manage health and safety across an organisation H/600/9707
- Manage physical resources K/600/9711
- Manage the environmental impact of work activities M/600/9712
- Plan and manage a project J/600/9750
- Develop a customer-focused organisation T/600/9792
- Manage the achievement of customer satisfaction A/600/9793
- Prepare for and support quality audits Y/600/9798

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- Conduct a quality audit J/600/9800
- Manage product development and marketing R/600/9802
- Manage a programme of complementary projects K/600/9756
- Monitor and review business processes A/600/9759
- Develop and implement marketing plans K/600/9790
- Analyse the market in which your organisation operates M/600/9791

To achieve the qualification, learners must achieve a total of at least 38 credits.

23 credits must be achieved by completing the mandatory units and a further 15 credits must be achieved from the optional units, of which at least one must be at Level 5.

To successfully complete a unit, each learner has to provide evidence satisfying all the performance and knowledge standards in that unit.

The learning outcomes and assessment criteria are available by clicking on the unit titles above which are hyperlinked to the Register of Regulated Qualifications.

Entry guidance

There aren't any specific recommended prior learning requirements for this qualification. However, learners might find it useful if they've already completed qualifications in a relevant area at Level 3 or 4.

Learners have to be at least 19 years old.

Progression and development opportunities

This qualification can provide progression to further qualifications at Level 5 or higher in the same and related subject areas. These may include:

- NCFE Level 7 Diploma in Management

For further details of these and other qualifications available in this sector area see the Register of Regulated Qualifications (http://register.ofqual.gov.uk/).

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Resource requirements

There are no specific physical resource requirements for this qualification.

Credit transfer

One of the benefits of the QCF is that learners can transfer credit from one qualification to another. Learners who've already achieved one or more of the units included in this qualification elsewhere can transfer the credit already achieved. Simply let us know which units are being achieved by credit transfer on the Certificate Claim Form.

Please see the Register of Regulated Qualifications (http://register.ofqual.gov.uk/) for information about the units in this qualification.

Accreditation and certification end dates

Qualifications on the QCF have renewal, operational and certification end dates.

Qualification renewal dates are the date by which we'll have carried out a review of the qualification. These show as the 'review date' on the Register. This date is the final date by when we'll have made a decision on whether to extend or amend a qualification, or withdraw it completely. This date is on the qualification information pages on our website.

We review qualifications up to 18 months before their review date, working with sector representatives to make any changes necessary to meet sector needs and to reflect recent developments. In most cases we'll then extend the qualification, and set a new renewal date. If we make the decision to withdraw a qualification, we'll set an operational end date (see below).

We'll post information relating to changes or extensions to qualifications on our website (www.ncfe.org.uk), and centres approved to offer the qualification will be kept updated.

Operational end dates will only show on the Register when we've made the decision to withdraw a qualification. After this date we can no longer accept candidate registrations.

Certification end dates will only show on the Register when

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we've made the decision to withdraw a qualification and have set the operational end date. After this date we can no longer process certification claims.

Mapping to National Occupational Standards

This qualification reflects the qualification structure for the Level 5 NVQ Diploma in Management published by the Management Standards Centre (MSC). It uses the associated NOS units that belong to that structure, which are published by the MSC.

Further information on the NOS used in this qualification can be found on the MSC's website (www.management-standards.org).

Assessment guidance

The occupational expertise, qualifications and experience required of Assessors and Internal Verifiers is set out in the Management Standards Centre (MSC), Assessment Strategy for Management and Leadership which can be found on our website (www.ncfe.org.uk).

Documentation

The following documents are essential reading for any centre involved in the delivery, assessment and administration of this qualification:

- Assessment Strategy

Additional documents are available for those centres wishing to use them:

- Evidence Tracking Sheet
- Example pro-formas for Assessors and Internal Verifiers

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