Managers play an integral role in supporting organisational objectives through a wide range of functions, such as: planning, allocating & monitoring the work of a team, supporting team members, managing conflict, resolving problems, project management, agreeing budgets and managing customer service

Job roles suitable for a level 3 qualification:
- Section manager
- First line manager
- Assistant manager
- Trainee manager
- Senior supervisor
- Junior non-commissioned officer

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Course Delivery

Assessment will take place in the workplace and you will be supported by a training officer who has industry experience. Your training officer will visit you once per month for up to two hours and you will be given work to complete before your next assessment. You will have an online e-portfolio which you will use to gather evidence. Work based assessments and observations will be carried out and you will be expected to produce products of work to demonstrate your competence. The BTEC Award will be completed using online assessments.

At level 3, the observations in your portfolio will be supported by work products generated as part of your day to day work activities. These may include items such as 'to do lists', or checklists produced to organise the work of other staff and copies of memos/letters from managers and customers.

Entry Requirements

If an apprentice has not already achieved Level 2 Comminucations and Application of Number & Digital literacy, they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability. Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

Recommended time on programme

17 Months

Course Units

The learner will need to meet the requirements outlined in the table below before the qualification can be awarded.

Minimum number of credits that must be achieved	55
Minimum number of credits that must be achieved at level 3 or above	48
Number of mandatory credits that must be achieved from Group A	31
Minimum number of optional credits that must be achieved from Group B	17
Remaining number of optional credits that can be achieved from Group B or Group C - A maximum of 7 credits can come from Group C	7

MANDATORY UNIT	LEVEL	CREDITS	UNIT TITLE
1	3	4	Manage Team Performance
2	3	6	Principles of People Management
3	3	10	Principles of Business
4	3	8	Principles of Leadership and Management
5	3	3	Manage Personal and Professional Development
GROUP B – OPTIONAL UNITS: MINIMUM OF 7 CREDITS			
6	3	3	Promote Equality, Diversity and Inclusion in the Workplace
7	3	4	Manage Individuals' Performance
8	3	3	Manage Individuals' Development in the Workplace

UNIT	LEVEL	CREDIT	UNIT TITLE
10	3	5	Manage Conflict within a Team
11	3	5	Procure Products and/or Services
12	3	5	Implement Change
13	3	4	Implement and Maintain Business Continuity Plans and Processes
14	3	3	Collaborate with Other Departments
15	3	4	Support Remote or Virtual Teams
16	3	3	Participate in a Project - **Barred combination with unit R/506/1999**
17	4	3	Develop and Maintain Professional Networks
18	4	5	Develop and Implement an Operational Plan
19	4	3	Encourage Learning and Development
20	4	3	Discipline and Grievance Management
21	4	4	Develop Working Relationships with Stakeholders
22	4	4	Manage Physical Resources
23	4	3	Prepare for and Support Quality Audits
24	4	3	Conduct Quality Audits
25	4	4	Manage a Budget
26	4	7	Manage a Project - **Barred combination with unit F/506/193**
27	4	6	Manage Business Risk
28	4	5	Manage Knowledge in an Organisation
29	4	6	Manage Redundancy and Redeployment
30	3	4	Encourage Innovation
31	4	4	Manage the Impact of Work Activities on the Environment
32	4	6	Recruitment, Selection and Induction Practice
GROUP C – OPTIONAL UNITS			
33	2	3	Buddy a Colleague to Develop their Skills
34	3	6	Contribute to the Improvement of Business Performance
35	3	4	Negotiate in a Business Environment
36	3	3	Develop a Presentation
37	3	3	Deliver a Presentation
38	3	6	Contribute to the Development and Implementation of an Information System
39	3	4	Resolve Customers' Problems
40	3	4	Resolve Customers' Complaints
41	3	5	Gather, Analyse and Interpret Customer Feedback
42	2	2	Employee Rights and Responsibilities
43	2	2	Health and Safety Procedures in the Workplace
44	4	6	Manage Events
45	4	4	Review the Quality of Customer Service