



# LEVEL 4 HIGHER APPRENTICESHIP IN MANAGEMENT



Managers at level 4 play an integral role in developing and supporting organisational objectives through a wide range of functions, such as: managing team dynamics, delegation and capability building, planning and managing projects, and managing budgets.

## **Qualification Framework Elements;**

- The Pearson Edexcel Level 4 NVQ Diploma in Management (QCF) **Performance qualification** where the apprentice works with their training officer to provide evidence from the workplace that they meet the criteria for the qualification.
- A BTEC technical certificate is a **knowledge** based qualification. This will involve classroom delivery, research and written assignments for probably four or five units.
- Essential Skills Wales is a series of controlled tasks to meet the specification for Level 2 in Application of Number, Communications and Digital Literacy.
- Health & Safety on-line assignment
- Employment Rights & Responsibilities

## **Course Delivery**

Apprentices will be assessed in the workplace on a monthly basis (approx 1 – 2hrs), plus some classroom sessions throughout the period of the qualification. The Training Officers will work with apprentices to identify evidence to demonstrate that they meet the criteria for each unit. Evidence can be in the form of an observation, discussion between Training Officer and apprentice, witness statement, written assignments and work products. Assessment will be holistic and evidence will be used to cover several units and/or elements.



## Entry Requirements

If an apprentice has not already achieved Level 2 Communications, Application of Number and 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 to use Communications, Application of Number and Digital Literacy. 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

18 Months

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

REQUIREMENTS	CREDITS
Minimum number of credits that must be achieved	53
Minimum number of credits that must be achieved at level 4 or above	40
Number of mandatory credits that must be achieved	17
Number of optional credits that must be achieved from Group B	20
Number of optional credits that can be achieved from Group B or Group C A maximum of 16 credits can be taken from Group C	16

## NVQ/QCF Qualification - Performance Qualification;

MANDATORY UNIT	LEVEL	CREDIT	UNIT TITLE
1	4	5	Provide Leadership and Management
2	4	5	Develop and Implement an Operational Plan
3	4	4	Develop Working Relationships with Stakeholders
4	3	3	Manage Personal and Professional Development
<b>GROUP B – OPTIONAL UNITS: MINIMUM OF 20 CREDITS</b>			
5	4	3	Develop and Maintain Professional Networks
6	4	3	Encourage Learning and Development
7	4	4	Initiate and Implement Operational Change
8	4	3	Discipline and Grievance Management
9	4	4	Manage a Tendering Process
10	4	4	Manage Physical Resources
11	4	3	Prepare for and Support Quality Audits
12	4	3	Conduct Quality Audits
13	4	4	Manage a Budget
14	4	7	Manage a Project
15	4	6	Manage Business Risk
16	4	5	Manage Knowledge in an Organisation
17	4	6	Manage Redundancy and Redeployment
18	3	3	Promote equality, diversity and inclusion in the workplace



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UNIT	LEVEL	CREDIT	UNIT TITLE
<b>GROUP B (CONTINUED) – OPTIONAL UNITS: MINIMUM OF 20 CREDITS</b>			
19	3	4	Manage Team Performance
20	3	4	Manage Individuals' Performance
21	3	3	Manage Individuals' Development in the Workplace
22	3	3	Chair and Lead Meetings
23	3	5	Manage Conflict within a Team
24	3	5	Procure Products and/or Services
25	3	4	Implement and Maintain Business Continuity Plans and Processes
26	3	3	Collaborate with Other Departments
27	3	4	Support Remote or Virtual Teams
28	5	5	Contribute to the Development of a Strategic Plan
29	5	5	Design Business Processes
30	5	5	Develop and Manage Collaborative Relationships with Other Organisations
31	5	6	Optimise the Use of Technology
32	5	5	Manage Product and/or Service Development
33	3	4	Encourage Innovation
34	4	4	Manage the Impact of Work Activities on the Environment
35	4	6	Recruitment, Selection and Induction Practice

<b>GROUP C – OPTIONAL UNITS: MAX OF 16 CREDITS</b>			
36	4	5	Manage Health and Safety in Own Area of Responsibility
37	4	5	Contribute to the Design and Development of an Information System
38	4	6	Manage Information Systems
39	4	6	Manage Events
40	4	4	Review the Quality of Customer Service
41	3	6	Contribute to the Improvement of Business Performance
42	3	4	Negotiate in a Business Environment
43	3	4	Resolve Customers' Problems
44	3	4	Resolve Customers' Complaints
45	3	3	Analyse Competitor Activity
46	4	5	Developing Sales Proposals
47	4	3	Prioritising Information for Sales Planning
48	4	7	Manage Customer Service Operations



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## **Pearson BTEC Level 4 Diploma in Management & Leadership (QCF) KNOWLEDGE;**

The Pearson BTEC Level 4 Diploma in Management and Leadership (QCF) is a 37 credit and 126-165 guided learning hour (GLH) qualification that consists of 4 mandatory units providing 26 credits plus optional units providing a minimum of 11 credits. At least 31 credits must be at Level 4 or above.

MANDATORY UNIT	LEVEL	CREDIT	UNIT TITLE
1	4	7	Principles of Building Respectful and Productive Working Relationships in Organisations
2	4	6	Managing Personal and Professional Development
3	4	6	Principles of Management and Leadership in Organisations
4	4	7	Operational and Human Resource Planning and Management
<b>OPTIONAL UNITS: MIN 11 CREDITS</b>			
5	4	6	Business Performance Measurement and Improvement
6	5	6	Corporate Social Responsibility and Sustainability
7	5	5	Budget Management
8	4	6	Understanding Organisational structure, culture, and values
9	5	5	Staff Recruitment and Selection
10	4	5	Principles of Business Strategic Planning and Development
11	4	4	Stakeholder Engagement and Management
12	5	5	Principles of Innovation and Change Management
13	3	6	Understand the Legal Context of Business
14	4	10	Principles of Project Management
15	4	4	Principles of Quality Management