

LETS Level 3 Diploma in Management (RQF)

Qualification summary

This qualification has been designed for first line managers with some responsibility for:

- managing budgets
- allocating work to team members and/or colleagues
- achieving specific results
- and some degree of decision making

The qualification aims to give you an opportunity to develop your management performance within your working environment, become more effective in your role and to progress in your career.

To achieve this level 3 qualification you will take five mandatory units focusing on the principles of business, leadership, team and people management supported by the management of your own personal and professional development. You will then choose from a diverse range of optional units to complete the qualification, tailoring your learning to meet your individual and organisational needs, such as:

- Manage conflict within a team
- Implement and maintain business continuity plans and processes
- Develop working relationships with stakeholders
- Recruitment, selection and induction practice
- Manage events
- Resolve customers' complaints

This qualification is suitable for job roles in any sector that involve management and leadership responsibilities, such as, but not limited to:

- Section manager
- First line manager
- Assistant manager
- Trainee manager
- Senior supervisor

This qualification does not require you to have any prior qualifications or levels of previous learning. There is no minimum age requirement for this qualification.

Learners who achieve this qualification could progress onto the:

Level 5 NVQ Diploma in Principles of Management and Leadership (RQF)

Level 5 NVQ Diploma in Management and Leadership (RQF)

Level 5 Diploma in Operational and Departmental Management (RQF)

or similar vocationally-based qualifications.

Whilst this qualification forms part of the Advanced Apprenticeship in Management, the qualification may also be undertaken outside of the Apprenticeship. This could be for learners who do not meet the age or qualification requirements for a full Apprenticeship, or who wish to use the qualification for CPD re-skill etc. by the use of 24+ loans.

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Qualification structure

A minimum total of 55 credits must be achieved to gain the qualification as follows:

All 31 credits must be achieved from the mandatory Group M.

A minimum of 17 credits must be achieved from Group A

A maximum of 7 credits can be achieved from Group B

A minimum of 48 credits **must** be at Level 3 or above.

Guided Learning Hours (GLH) are 284

Total Qualification Time (TQT) is 550

Group M - mandatory units

RQF unit no.	LETS unit no.	Unit title	Unit Level	Credit Value	Barred Unit(s)
D/506/1942	BUS59	Principles of business	3	10	-
T/506/2952	ML9	Manage personal and professional development	3	3	-
A/506/1821	ML11	Manage team performance	3	4	-
F/506/2596	ML15	Principles of leadership and management	3	8	-
R/506/1937	ML24	Principles of people management	3	6	-

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Group A - optional units

RQF unit no.	LETS unit no.	Unit title	Unit Level	Credit Value	Barred Unit(s)
T/506/1820	ML10	Promote equality, diversity and inclusion in the workplace	3	3	-
J/506/1921	ML12	Manage individuals' performance	3	4	-
L/506/1922	ML13	Manage individuals' development in the workplace	3	3	-
Y/506/1924	ML14	Chair and lead meetings	3	3	-
J/506/2292	ML16	Encourage innovation	3	4	-
K/506/1927	ML17	Manage conflict within a team	3	5	-
M/506/1928	ML18	Procure products and/or services	3	5	-
T/506/1929	ML19	Implement change	3	5	-
K/506/1930	ML20	Implement and maintain business continuity plans and processes	3	4	-
M/506/1931	ML21	Collaborate with other departments	3	3	-
A/506/1933	ML22	Support remote or virtual teams	3	4	-
F/506/1934	ML23	Participate in a project	3	3	ML40
J/506/1949	ML25	Develop and maintain professional networks	4	3	-
Y/506/1955	ML27	Develop and implement an operational plan	4	5	-
M/506/1962	ML28	Encourage learning and development	4	3	-
A/506/1981	ML31	Discipline and grievance management	4	3	-
F/506/1982	ML32	Develop working relationships with stakeholders	4	4	-
K/506/1989	ML34	Manage physical resources	4	4	-
J/506/2907	ML35	Manage the impact of work activities on the environment	4	4	-
K/506/1992	ML36	Prepare for and support quality audits	4	3	-
T/506/1994	ML37	Conduct quality audits	4	3	-

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A/506/1995	ML38	Manage a budget	4	4	-
R/506/1999	ML40	Manage a project	4	7	ML23
L/506/2004	ML41	Manage business risk	4	6	-
A/506/2032	ML42	Manage knowledge in an organisation	4	5	-
R/506/2909	ML43	Recruitment, selection and induction practice	4	6	-
M/506/2044	ML44	Manage redundancy and redeployment	4	6	-

Group B - Optional units

RQF unit no.	LETS unit no.	Unit title	Unit Level	Credit Value	Barred Unit(s)
M/506/1895	BUS35	Buddy a colleague to develop their skills	2	3	-
L/506/1905	BUS39	Employee rights and responsibilities	2	2	-
D/506/1911	BUS41	Contribute to the improvement of business performance	3	6	-
H/506/1912	BUS42	Negotiate in a business environment	3	4	-
K/506/1913	BUS43	Develop a presentation	3	3	-
M/506/1914	BUS44	Deliver a presentation	3	3	-
A/506/1916	BUS46	Contribute to the development and implementation of an information system	3	6	-
M/506/1959	BUS69	Manage events	4	6	-
K/506/2169	CUS30	Resolve customers' problems	3	4	-
R/506/2151	CUS31	Resolve customers' complaints	3	4	-
D/506/2170	CUS32	Gather, analyse and interpret customer feedback	3	5	-
F/506/2176	CUS36	Review the quality of customer service	4	4	-
T/505/4673	HSPW2	Health and safety procedures in the workplace	2	2	-

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