

<p>performance</p> <p>2.Be able to allocate and assure the quality of work</p> <p>3. Be able to manage communications within a team</p>				
<p>Principals of leadership and management – 8 Credits</p> <p>1.Understand the principals of effective decision making</p> <p>2.Understand leadership styles and models</p> <p>3. Understand the role, functions and processes of management</p> <p>4. Understand performance measurement</p>				
<p>Principals of people management – 6 Credits</p> <p>Learning outcomes required:</p> <p>1.Understand the principals of workforce management</p> <p>2. Understand equality of opportunity, diversity and inclusion</p> <p>3. Understand team building and dynamics</p> <p>4. Understand performance management</p> <p>5.Understand training and development</p> <p>6. Understand reward and recognition</p>				
<p>Principals of business – 10 Credits</p> <p>Learning outcomes required:</p>				

<p>1.Understand business markets 2.Understand business innovation and growth 3. Understand financial management 4. Understand business budgeting 5. Understand sales and marketing</p>				
<p>Optional Group B, minimum of 13 Credits required</p>				
<p>Promote, equality, diversity and inclusion in the workplace – 3 Credits Learning outcomes required: 1.Understand the organisational aspects of equality, diversity and inclusion in the workplace 2. Understand the personal aspects of equality, diversity and inclusion in the workplace 3. Be able to support equality, diversity and inclusion in the workplace</p>				
<p>Manage individuals performance – 4 Credits Learning outcomes required: 1.Understand the importance of underperformance in the workplace 2.Be able to manage individuals performance in the workplace</p>				
<p>Manage individuals development in the workplace – 3 Credits Learning outcomes</p>				

<p>required:</p> <ol style="list-style-type: none"> 1.Be able to carry out performance appraisals 2. Be able to support the learning and development of individual team members 				
<p>Chair and lead meetings – 3 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Be able to prepare to lead meetings 2.Be able to lead and chair meetings 3. Be able to deal with post-meeting matters 				
<p>Encourage innovation – 4 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Be able to identify opportunities for innovation 2.Be able to generate and test ideas for innovation for improvement 3. Be able to implement innovative ideas and improvement 				
<p>Manage conflict within a team – 5 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Understand the principals of contract management 2. Be able to reduce the potential for conflict within a team 3. Be able to deal with conflict within a team 				
<p>Procure products</p>				

<p>and/or services – 5 Credits Learning outcomes required: 1.Be able to identify procurement requirements 2. Be able to select suppliers Be able to buy products and /or services</p>				
<p>Implement change – 5 Credits Learning outcomes required: 1.Understand the principals of change management 2.Be able to plan the implementation of change 3. Be able to manage the implementation of a change plan 4. Be able to evaluate the effectiveness of the implementation of change plans</p>				
<p>Implement and maintain business continuity plans and processes – 4 Credits Learning outcomes required: 1.Be able to plan for the implementation of business continuity plans and processes 2. Be able to implement business community plans and processes 3. Be able to maintain the fitness for purpose of on-going business continuity plans and processes</p>				
<p>Collaborate with other departments – 3 Credits</p>				

<p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Understand how to collaborate with other departments 2.Be able to identify opportunities for collaboration with other departments 3. Be able to collaborate with other departments 				
<p>Support remote or virtual teams – 4 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Be able to assess the support needed by remote or virtual teams 2. Be able to support remote or virtual teams 				
<p>Participate in a project – 3 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Understand how to manage a project 2.Be able to support the delivery of a project 				
<p>Develop and maintain professional networks – 3 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Understand the principals of effective networking 2.Be able to identify professional networks for development 3. Be able to maintain professional networks 				
<p>Develop and implement an</p>				

<p>operational plan – 5 Credits Learning outcomes required: 1. Understand the principals of operational planning 2. Be able to develop an operational plan 3. Be able to development an operational plan 4. Be able to evaluate the effectiveness of an operational plan</p>				
<p>Encourage learning and development – 3 Credits Learning outcomes required: 1. Understand the principals of learning and development 2. Be able to support individuals learning and development 3. Be able to evaluate individuals learning and development</p>				
<p>Discipline and grievance management -3 Credits Learning outcomes required: 1. Understand the principals supporting the management of discipline and grievance cases 2. Be able to manage a disciplinary case 3. Be able to manage a grievance</p>				
<p>Develop working relationships with stakeholders – 4 Credits Learning outcomes required: 1. Understand</p>				

<p>working relationships with stakeholders</p> <p>2. Be able to determine the scope for collaboration with stakeholders</p> <p>3. Be able to develop productive working relationships with stakeholders</p> <p>4. Be able to evaluate relationships with stakeholders</p>				
<p>Manage physical resources – 4 Credits</p> <p>Learning outcomes required:</p> <p>1. Be able to identify the need for physical resources</p> <p>2. Be able to obtain physical resources</p> <p>3. Be able to manage the use of physical resources</p>				
<p>Manage the impact of work activities on the environment – 4 Credits</p> <p>Learning outcomes required:</p> <p>1. Understand how to support environmentally-friendly work practices</p> <p>2. Be able to organise work so as to minimise the impact on the environment</p> <p>3. Be able to manage the environmental impact of the use of resources</p>				
<p>Prepare for and support quality audits – 3 Credits</p> <p>Learning outcomes required:</p> <p>1. Understand the principal</p>				

<p>underpinning the management of quality</p> <p>2. Be able to prepare for quality audits</p> <p>3. Be able to support quality audits</p>				
<p>Manage a budget – 4 Credits</p> <p>Learning outcomes required:</p> <p>1. Understand how to manage financial requirements</p> <p>2. Understand how to set budgets</p> <p>3. Be able to manage a budget</p> <p>4. Be able to evaluate the use of a budget</p>				
<p>Manage a project – 7 Credits</p> <p>Learning outcomes required:</p> <p>1. Understand the management of a project</p> <p>2. Be able to plan a project</p> <p>3. Be able to manage a project</p> <p>4. Be able to evaluate the effectiveness of a project</p>				
<p>Manage business risk – 6 Credits</p> <p>Learning outcomes required:</p> <p>1. Understand the management of business risk</p> <p>2. Be able to address business risk</p> <p>3. Be able to mitigate business risk</p>				
<p>Manage knowledge in an organisation – 5 Credits</p> <p>Learning outcomes required:</p> <p>1. Understand the</p>				

<p>principals of knowledge management</p> <p>2.Be able to identify knowledge to be managed within an organisation</p> <p>3. Be able to manage knowledge within an organisation</p>				
<p>Recruitment, selection and induction practice – 6 Credits</p> <p>Learning outcomes required:</p> <p>1.Understand the principals and theories underpinning recruitment, selection and induction process</p> <p>2. Be able to recruit people in to an organisation</p> <p>3. Be able to select appropriate people for the role</p> <p>4. Be able to induct people into an organisation</p>				
<p>Manage redundancy and redeployment – 6 Credits</p> <p>Learning outcomes required:</p> <p>1.Understand the management of redundancy</p> <p>2. Understand the principals of redeployment</p> <p>3. Be able to manage redundancy</p> <p>4. Be able to manage the redeployment of staff</p>				
<p>Optional Group C, maximum of 7 Credits</p>				
<p>Buddy a colleague to develop their skills –</p>				

<p>3 credits Learning outcomes required: 1. Understand how to buddy a colleague 2. Be able to plan to buddy a colleague 3. Be able to support a buddy colleague carrying out work activities</p>				
<p>Contribute to the improvement of business performance – 6 Credits Learning outcomes required: 1. Understand the principals of resolving business problems 2. Understand improvement techniques and processes 3. Be able to solve problems in business 4. Be able to contribute to the improvement of activities</p>				
<p>Negotiate in a business environment – 4 Credits Learning outcomes required: 1. Understand the principals underpinning negotiation 2. Be able to prepare for business negotiations 3. Be able to carry out business negotiations</p>				
<p>Develop a presentation – 3 Credits Learning outcomes</p>				

<p>required:</p> <ol style="list-style-type: none"> 1.Understand how to develop a presentation 2.Be able to develop a presentation 				
<p>Deliver a presentation – 3 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Understand the principals the delivery of presentations 2. Be able to prepare to deliver a presentation 3. Be able to deliver a presentation 				
<p>Contribute to the development and implementation of an information system- 6 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Understand the design and implementation of an information system 2.Be able to contribute to the development of an information system 3. Be able to contribute to the implementation of the information system 				
<p>Resolve customers problems – 4 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Understand the monitoring of resolutions of customers problems 2.Be able to deal with customers problems 				
<p>Resolve customers complaints – 4</p>				

<p>Credits Learning outcomes required: 1.Understand the monitoring and resolution of customer complaints 2.Be able to deal with customers complaints</p>				
<p>Gather, analyse and interpret customer feedback 5 Credits Learning outcomes required: 1.Understand how to gather, analyse and interpret customer feedback 2.Be able to plan the collection of customer service feedback on customer service issues 3. Be able to gather customer feedback 4. Be able to analyse and interpret customer feedback to recommend improvements</p>				
<p>Employee rights and responsibilities – 2 Credits Learning outcomes required: 1.Understand the roles and organisations of industries 2.Understand employers expectations and employees rights and responsibilities</p>				
<p>Health and Safety procedure in the workplace – 2 Credits Learning outcomes required: 1.Know Health and</p>				

<p>Safety procedures 2.Be able to carry out tasks with regard to Health and Safety in the workplace</p>				
<p>Manage events – 6 Credits Learning outcomes required: 1.Understand the management of an event 2.Be able to manage the planning of an event 3. Be able to manage an event 4. Be able to follow up an event</p>				
<p>Review the quality of customer service – 4 Credits Learning outcomes required: 1.Understand how to review the quality of customer service 2. Be able to plan the measurement of customer service 3. Be able to evaluate the quality of customer service</p>				