

Management Level 7

Mandatory Units: Candidates must complete all 4 Units from this group

HK26 04	Develop Your Knowledge, Skills and Competence
H5XP 04	Lead Your Team
HA9V 04	Manage People's Performance at Work
H8H2 04	Provide Healthy, Safe, Secure and Productive Working Environments and Practices

Optional Units: Candidates must complete 3 Units from this group

H68E 04	Develop Operational Plans
H69C 04	Promote Equality of Opportunity, Diversity and Inclusion
HF80 04	Implement Change
HK2L 04	Develop and Sustain Productive Working Relationships with Colleagues
H5XR 04	Recruit, Select and Retain People
HA9X 04	Support Individuals' Learning and Development
H69F 04	Help Individuals Address Problems Affecting Their Performance
H683 04	Build Teams
H68G 04	Manage Conflict in Teams
H68H 04	Lead Meetings to Achieve Objectives
HK2K 04	Coach Individuals
HK2G 04	Initiate and Follow Disciplinary Procedures
HK2J 04	Initiate and Follow Grievance Procedures
H68K 04	Manage Budgets
H5K4 04	Manage the Use of Financial Resources
HK2P 04	Manage Physical Resources
H7CD 04	Manage the Environmental and Social Impacts of Your Work
H8H1 04	Use Information to Take Effective Decisions
H8GX 04	Communicate Information and Knowledge
H8H0 04	Manage Projects
HK3E 04	Prepare for and Participate in Quality Audits

H68M 04	Manage Customer Service
H41S 04	Manage Corporate Social Responsibility (CSR)
H41T 04	Evaluate Change
H41M 04	Induct Individuals into Their Roles
H41V 04	Manage the Redeployment of People
H41W 04	Manage Flexible Working
H41P 04	Promote Staff Wellbeing
H41X 04	Mentor Individuals
H420 04	Manage Quality Audits
HK3A 04	Sell Products and Services
HK2N 04	Obtain Physical Resources
HC03 04	Implement Operational Plans
H41Y 04	Develop and Sustain Collaborative Relationships with Other Departments
H9YF 04	Monitor and Solve Customer Service Problems
HK20 04	Work with Others to Improve Customer Service

Assessing performance

The SVQs in Management are intended to be assessed using evidence from the workplace, i.e. observable performance, physical products of work (such as reports, plans, correspondence, etc.), witness testimony, etc. Such evidence, together with information gained from discussion with and questioning by the assessor, should enable candidates to show that they:

- ◆ have achieved all the stated performance criteria
- ◆ possess and are capable of applying all the required items of knowledge and understanding