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# Qualification Specification

## Highfield Level 3 Diploma in Management (RQF)

Qualification Number: 601/4097/5

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## Highfield Level 3 Diploma in Management (RQF)

### Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager.

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### Qualification regulation and support

The Highfield Level 3 Diploma in Management (RQF) has been developed and is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual. It is also suitable for delivery in Wales and is regulated by Qualifications Wales.

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### Key facts

|  |                       |
|--|-----------------------|
| <b>Qualification number:</b>           | 601/4097/5            |
| <b>Learning aim reference:</b>         | 60140975              |
| <b>Credit value:</b>                   | 55                    |
| <b>Assessment method:</b>              | Portfolio of evidence |
| <b>Guided learning hours (GLH):</b>    | 284                   |
| <b>Total qualification time (TQT):</b> | 550                   |

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### Qualification overview and objective

The objective of this qualification is to support a role in the workplace. It is aimed at learners working in a management role in any sector. The qualification forms the knowledge and competency requirements of the SASE Advanced Apprenticeship Framework in Management and covers the knowledge and skills from within the Team Leader/Supervisor apprenticeship standard. Highfield has created a mapping document outlining which units and assessment criteria should be selected which is available to download from the members' area of the Highfield website. It can also be used on a stand-alone basis.

Topics include managing team performance, managing personal and professional development, understanding business as well as a variety of units covering subjects in project management, managing budgets and implementing operational plans.

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### Entry requirements

This qualification is approved for delivery to learners aged 16+.

It is advised that learners have a minimum of level 2 in literacy and numeracy before enrolling onto this course.

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### Geographical coverage

This qualification is suitable for delivery in England and Wales.

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### Centre requirements

In order to effectively deliver this qualification, centres must have adequate resources in place that will allow learners to meet the learning outcomes.

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### Guidance on delivery

The total qualification time for this qualification is 550 and of this 284 are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

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### Guidance on assessment

This qualification is assessed by portfolio of evidence which will be internally assessed and internally quality assured by the Centre. Suggested paperwork is available to download from the Highfield Qualifications website. If a Centre would like to use alternative paperwork, this must be sent to the External Quality Support team for approval.

All Assessment Criteria must be met and assessed in line with Skills CFA Assessment Strategy. Simulation may only be applied to the following units:

- Manage conflict within a team (K/506/1927)
- Discipline and grievance management (A/506/1981)
- Manage redundancy and redeployment (M/506/2044)

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

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### Guidance on quality assurance

Highfield Qualifications require centres to have in place a robust mechanism for internal quality assurance. Internal quality assurance must be completed by an appropriately qualified person and that person must not have been involved in any aspect of the delivery or assessment of the course they are quality assuring.

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### Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent in preparing the learner for assessment.

For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) policy in the members' area of the Highfield website. This policy should be read in conjunction with this specification and all other relevant Highfield documentation.

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### Assessor requirements

Highfield Qualifications requires nominated assessors for this qualification to meet the following:

- have occupational experience in the qualification sector and in-depth technical understanding related to the qualifications for which they are assessing learners
  - hold or be working towards a recognised assessing qualification, which could include any of the following:
    - Level 3 Award in Assessing Competence in the Work Environment
    - A1/A2
    - D32/D33
  - maintain appropriate continued professional development for the subject area
-

### Internal quality assurance (IQA) requirements

Highfield Qualifications [requires/recommends] internal quality assurers for this qualification to meet the following:

- have occupational experience in the qualification sector and sufficient technical understanding related to the qualifications that they are internally verifying.
- hold or be working towards a recognised internal quality assurance qualification, which could include any of the following:
  - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
  - D34
- maintain appropriate continued professional development for the subject area

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### Countersigning strategy

While it is a minimum requirement for centres to have the appropriately qualified workforce in place, it is understood that centres may have new personnel who are working towards those requirements. During this period, centres are required to have a robust countersigning strategy in place that supports and validates unqualified assessment/quality assurance decisions, until the point where they meet the requirements as detailed above.

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### Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance.

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### ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card etc.

If a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

**For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.**

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### Progression opportunities

On successful completion of this qualification, learners may wish to continue their development by undertaking one of the following qualifications:

- Level 5 Diploma in Leadership and Management
  - Qualifications in coaching and mentoring
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## Appendix 1: Qualification structure

To complete the **Highfield Level 3 Diploma in Management**, learners must complete the following:

- all units in Mandatory Group totalling **31 credits**
- a **minimum of 17 credits** from Optional Group A
- a **maximum of 7 credits** from Optional Group B

A **minimum of 41** credits must be achieved through the completion of units at level 3 or above.

### Mandatory group

Learners must achieve **all units** in this group

| Unit reference | Unit title                                   | Level | GLH | Credit |
|----------------|--|-------|-----|--------|
| T/506/2952     | Manage personal and professional development | 3     | 12  | 3      |
| A/506/1821     | Manage team performance                      | 3     | 21  | 4      |
| F/506/2596     | Principles of leadership and management      | 3     | 50  | 8      |
| R/506/1937     | Principles of people management              | 3     | 34  | 6      |
| D/506/1942     | Principles of Business                       | 3     | 74  | 10     |

### Optional group A

Learners must achieve a **minimum** of **17 credits** from this group.

| Unit reference | Unit title   | Level | GLH | Credit |
|----------------|--|-------|-----|--------|
| T/506/1820     | Promote equality, diversity and inclusion in the workplace     | 3     | 15  | 3      |
| J/506/1921     | Manage individuals' performance                                | 3     | 20  | 4      |
| L/506/1922     | Manage individuals' development in the workplace               | 3     | 10  | 3      |
| Y/506/1924     | Chair and lead meetings  | 3     | 10  | 3      |
| J/506/2292     | Encourage innovation   | 3     | 14  | 4      |
| K/506/1927     | Manage conflict within a team                                  | 3     | 25  | 5      |
| M/506/1928     | Procure products and/or services                               | 3     | 35  | 5      |
| T/506/1929     | Implement change   | 3     | 28  | 5      |
| K/506/1930     | Implement and maintain business continuity plans and processes | 3     | 25  | 4      |
| M/506/1931     | Collaborate with other departments                             | 3     | 14  | 3      |
| A/506/1933     | Support remote or virtual teams                                | 3     | 18  | 4      |
| F/506/1934     | Participate in a project                                       | 3     | 19  | 3      |
| J/506/1949     | Develop and maintain professional networks                     | 4     | 15  | 3      |
| Y/506/1955     | Develop and implement an operational plan                      | 4     | 24  | 5      |
| M/506/1962     | Encourage learning and development                             | 4     | 16  | 3      |
| A/506/1981     | Discipline and grievance management                            | 4     | 26  | 3      |

|            |   |   |    |   |
|------------|---|---|----|---|
| F/506/1982 | Develop working relationships with stakeholders         | 4 | 20 | 4 |
| K/506/1989 | Manage physical resources                               | 4 | 26 | 4 |
| J/506/2907 | Manage the impact of work activities on the environment | 4 | 30 | 4 |
| K/506/1992 | Prepare for and support quality audits                  | 4 | 17 | 3 |
| T/506/1994 | Conduct quality audits                                  | 4 | 21 | 3 |
| A/506/1995 | Manage a budget   | 4 | 26 | 4 |
| R/506/1999 | Manage a project  | 4 | 38 | 7 |
| L/506/2004 | Manage business risk                                    | 4 | 27 | 6 |
| A/506/2032 | Manage knowledge in an organisation                     | 4 | 34 | 5 |
| R/506/2909 | Recruitment, selection and induction practice           | 4 | 33 | 6 |
| M/506/2044 | Manage redundancy and redeployment                      | 4 | 39 | 6 |

### Optional group B

Learners must achieve a **maximum of 7 credits** from this group.

| Unit reference | Unit title  | Level | GLH | Credit |
|----------------|---|-------|-----|--------|
| M/506/1895     | Buddy a colleague to develop their skills                                 | 2     | 19  | 3      |
| D/506/1911     | Contribute to the improvement of business performance                     | 3     | 33  | 6      |
| H/506/1912     | Negotiate in a business environment                                       | 3     | 18  | 4      |
| K/506/1913     | Develop a presentation  | 3     | 11  | 3      |
| M/506/1914     | Deliver a presentation  | 3     | 17  | 3      |
| A/506/1916     | Contribute to the development and implementation of an information system | 3     | 21  | 6      |
| K/506/2169     | Resolve customers' problems   | 3     | 19  | 4      |
| R/506/2151     | Resolve customers' complaints   | 3     | 22  | 4      |
| D/506/2170     | Gather, analyse and interpret customer feedback                           | 3     | 24  | 5      |
| L/506/1905     | Employee rights and responsibilities                                      | 2     | 16  | 2      |
| T/505/4673     | Health and safety procedures in the workplace                             | 2     | 16  | 2      |
| M/506/1959     | Manage events   | 4     | 49  | 6      |
| F/506/2176     | Review the quality of customer service                                    | 4     | 20  | 4      |

### Barred Combinations:

If learners select one of the following units, the other must not also be chosen.

| Unit reference | Unit title               | Level | GLH | Credit |
|----------------|--------------------------|-------|-----|--------|
| F/506/1934     | Participate in a project | 3     | 19  | 3      |
| R/506/1999     | Manage a project         | 4     | 38  | 7      |