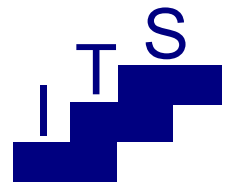


**MANAGEMENT  
NVQ LEVEL 4  
  
QUALIFICATION PROFILE**



Leading Education and Training in  
Shipping and International Trade

## **MANDATORY**

- 1 Develop and implement operational plans for your area of responsibility
- 2 Encourage innovation in your area of responsibility
- 3 Develop productive working relationships with colleagues and stakeholders
- 4 Ensure health and safety requirements are met in your area of responsibility
- 5 Manage business processes

## **OPTIONAL UNITS**

- 6 Manage your own resources and professional development
- 7 Develop your own personal networks
- 8 Promote equality of opportunity and diversity in your area of responsibility
- 9 Provide leadership in your are of responsibility
- 10 Ensure compliance with legal, regulatory, ethical and social requirements
- 11 Lead change
- 12 Plan change
- 13 Implement change
- 14 Work with others to improve customer service
- 15 Recruit, select and keep colleagues
- 16 Allocate and monitor the progress and quality of work in your area of responsibility
- 17 Provide learning opportunities for colleagues
- 18 Manage finance for your area of responsibility
- 19 Manage a project

- 20 Manage the achievement of customer satisfaction
- 21 Manage a programme of complementary projects
- 22 Build your own organisation's understanding of its market and customers

**To achieve the full NVQ, candidates must achieve eight units. Candidates must complete 5 mandatory units, plus three optional units.**

### **Entry**

This course is designed for students who are employed and involved within a management position. It is suitable for students who are new to high level management, and have not studied before, or who may have studied a long time ago. We should like to encourage students from as wide a range of backgrounds as possible to study with us. If you have any doubt about the level of study, please seek advice from the training support team on 01394 458505 or via e-mail: [student.support@itstraining.co.uk](mailto:student.support@itstraining.co.uk)

### **Exemptions**

Some qualifications and previous experience may provide exemptions and evidence towards this course (if less than three years old). Therefore, ensure you detail previous qualifications on your Application Form. If you need further advice, please contact the training support team on 08450 946 523 (option 5) or via e-mail: [student.support@itstraining.co.uk](mailto:student.support@itstraining.co.uk)

### **If you are disabled or have a learning difficulty**

We are committed to making the course materials accessible. We have various auxiliary aids available and support arrangements in place to help people with disabilities and learning difficulties. Further information can be found within our Statement of Support for Persons With Disabilities and/or Learning Difficulties, which can be obtained by accessing our website – [www.itstraining.co.uk](http://www.itstraining.co.uk), or by contacting the training support team by telephone on 08450 946 523 (option 5), or via e-mail: [student.support@itstraining.co.uk](mailto:student.support@itstraining.co.uk) Further information is also available via our Automated Telephone Information Line, which can be accessed by dialling 08456 946 523 (option 6).

### **What's included?**

Course and training materials, lectures, CDs, support materials, one-to-one tutorials, awarding body's (OCR's) fees.

### **You will need...**

A computer with a CD ROM/DVD ROM drive (if you wish to utilise CD/DVD ROM resources). You will need access to the Internet if you wish to utilise our on-line resources, such as student forums and training materials.

## **Support from your tutor**

Your tutor will give you help with the course subjects and will assess the work you provide. They are also the person from whom you can seek advice and guidance. Your tutor will carry out one-to-one tutorials with you, which he or she will schedule with you in advance. You will also be able to keep in touch with your tutor by telephone or e-mail. Video-conferencing is available if you have access to an ISDN-compatible video conferencing system.

## **Assessment**

We will carry out a training needs analysis to identify and prioritise your training needs and from this we will work with you to produce your Learning Plan.

You will be provided with a series of action plans. These will detail what you have to do to meet your prioritised training needs, as well as detailing what evidence you will have to gather to achieve the qualification.

The evidence that you gather will need to be submitted to your tutor, by the agreed dates. Your tutor will mark your work and advise you of any corrections that you will need to make to meet the required standards.

Your tutor will also visit you to observe you carrying out your job in the workplace, making a note of what you do and offsetting it as evidence towards your qualification.

Our system will automatically track the evidence that you submit to us, automatically calculating the aspects of the course and qualification that you have covered so far. The tracking system will be seen by the awarding body, Oxford Cambridge and RSA Examinations Board, who regulate the standard.

## **Where do the courses take place?**

This course is delivered on a one-to-one basis. There are no preset lectures or course attendance requirements, unless you have specifically agreed them with your tutor. An individual visit and contact schedule will be produced with your tutor. Your tutor will visit you in your workplace to observe you carrying out your work; this will form part of the evidence for your qualification.

You may also choose to utilize our Internet resources or other methods of distance learning for this course.

## **Course starting dates and timing**

The course can be started at any time throughout the year. The duration of the qualification is dependent on you, but normally lasts between 12 and 18 months. You will need to allow at least two hours of your own time, per week for the duration of the course.

## **Costs**

The cost of this course is £1,900.00 + VAT, plus travel expenses if you are located outside Suffolk. Government funding is not available for this qualification, however please contact

us for details of student budget schemes, which allow you to spread the cost over a ten-month period. Please contact us for further information.

**Course Code:** EMA400

**Level:** 4