



Purpose Statement

BIIAB Level 3 Diploma in Management

Overview

The BIIAB Level 3 Diploma in Management has been designed to allow learners to obtain and then demonstrate the skills and knowledge to work in a Management role.

It is also a key component part of the Skills CFA Advanced Level Apprenticeship Framework in Management.

Due to constant regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or is funded for use with individual learners before making registrations. If you are unsure about the qualification's status, please contact BIIAB head office.

Who is this qualification for?

This qualification is appropriate for use in the following age ranges:

- > 16-18
- > 19+

Skills and Education Group Awards expects approved centres to recruit with integrity on the basis of a learner's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

What does the qualification cover?

This qualification covers the following:

Mandatory Units

- > Manage personal and professional development
- > Manage team performance
- > Principles of leadership and management
- > Principles of people management
- > Principles of Business

Optional Units – Group B

- > Promote equality, diversity and inclusion in the workplace

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- > Manage individuals' performance
- > Manage individuals' development in the workplace
- > Chair and lead meetings
- > Encourage innovation
- > Manage conflict within a team
- > Procure products and/or services
- > Implement Change
- > Implement and maintain business continuity plans and processes
- > Collaborate with other departments
- > Support remote or virtual teams
- > Participate in a project
- > Develop and maintain professional networks
- > Develop and implement an operational plan
- > Encourage learning and development
- > Discipline and grievance management
- > Develop working relationships with stakeholders
- > Manage physical resources
- > Manage the impact of work activities on the environment
- > Prepare for and support quality audits
- > Conduct quality audits
- > Manage a budget
- > Manage a project
- > Manage business risk
- > Manage knowledge in an organisation
- > Recruitment, selection and induction practice
- > Manage redundancy and redeployment

Optional Units – Group C

- > Buddy a colleague to develop their skills
- > Contribute to the improvement of business performance
- > Negotiate in a business environment
- > Develop a presentation
- > Deliver a presentation
- > Contribute to the development and implementation of an information system
- > Resolve customers' problems
- > Resolve customers' complaints
- > Gather, analyse and interpret customer feedback
- > Employee rights and responsibilities
- > Health and safety procedures in the workplace
- > Manage events
- > Review the quality of customer service



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Assessment

This qualification is internally assessed and requires internal and external moderation. Specific requirements and restrictions may apply to individual units within qualifications. Please check unit and qualification details for specific information.

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.

Overview of assessment strategy

The qualification contains a mixture of competence and knowledge units. These units are respectively assessed by both Portfolio and by Assessment Knowledge Modules (AKMs) externally set by BIIAB Qualifications Limited. The AKMs are internally marked assessments, containing a series of questions, marked and internally verified by the centre and with external verification by the BIIAB External Quality Assurer (EQA). Competence units are assessed following NVQ principles.

Assessments provided by BIIAB Qualifications Limited will ensure that effective learning has taken place and that learners have the opportunity to:

- > Meet the assessment criteria
- > Achieve the learning outcomes

Centres must obtain approval for any Centre Devised Assessments before their use. Please contact BIIAB Qualifications Limited for details of the Centre Devised Assessment process and procedure.

Assessments will be accessible and will produce results that are valid, reliable, transparent and fair. BIIAB Qualifications Limited will ensure that the result of each assessment taken by a learner in relation to a qualification reflects the level of attainment demonstrated by that learner in the assessment and will be based upon the achievement of all of the specified learning outcomes.

BIIAB Qualifications Limited will make every effort to ensure that it allows for assessment to:

- be up to date and current
- reflect the context from which the learner has been taught
- be flexible to learner needs



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Please refer to the [Instructions for the Conduct of Examinations and Other External Assessment](#) for further information.

What could this qualification lead to?

The qualification is designed to equip learners with the knowledge and skills to work effectively in Management. It also will allow for a number of progression routes into Level 4 qualifications, to employment or into other areas of learning.

Achievement of the qualification offers opportunities for progression, including:

- > BIIAB Level 4 NVQ Diploma in Management
- > Career progression

Centres should be aware that Reasonable Adjustments, which may be permitted for assessment, may in some instances limit a learner's progression into the sector. Centres must, therefore, inform learners of any limits their learning difficulty may impose on future progression.

Further Information

Further information on the qualification can be found on the Skills and Education Group Awards website.