



# Certificate in Management Skills

LEVEL  
3

This qualification is aimed at individuals who are entering a management role.



**Total Qualification Time:**  
**280 hrs**

**Qualification Number:** 603/4769/7

**Qualification Age:** 16



**Guided Learning (GL):**  
**121 hrs**

**Availability:** This qualification is regulated in England and Wales

**Operational From:** 1 July 2019



# Qualification Objectives

## What does this qualification cover?

The objective of this qualification is to provide learners with the knowledge and skills required to undertake management roles such as section manager, first line manager, assistant manager, trainee manager or senior supervisor.

## Who is the qualification for?

This qualification is aimed at those who are entering a management role.

## Who supports this qualification?

The qualification has been developed in response to customer demand in the policing and fire and rescue sectors.



# Qualification Progression

## What future education could this qualification lead to?

This qualification creates a number of opportunities for progression into a range of business and management related qualifications.

## What future employment could this qualification lead to?

Learners who complete this qualification will be able to progress into a management role.



# Qualification Achievement

## What are the entry requirements for the qualification?

Prior to registration learners are required to be:

- accurately identified
- at least 16 years of age
- working in a role which will allow demonstration of skills

## How is the qualification achieved?

The learner will need to complete 28 credits. This is made up of 7 mandatory credits and a minimum of 21 credits from the two optional groups (B and C). Learners can achieve a maximum of 13 credits from optional group C.

## What will be assessed?

All learning outcomes in this qualification must be assessed using methods appropriate for the learning outcomes, which may be knowledge or skills based:

- Portfolio of Evidence (including for example records of professional discussions, question and answer sessions, reflective accounts, work products)
- Practical Demonstration / Assignment

## How will it be assessed?

This qualification contains 2 mandatory and 30 optional units which allow the learner or centre to select those appropriate to the context. Each unit is comprised of a number of learning outcomes and assessment criteria which must all be achieved.

Learning outcomes that begin 'The learner will understand...' will be assessed through theory-based activities.

Learning outcomes that begin 'The learner will be able to...' are assessed through practical activities.

For example:

### Learning outcomes

The learner will...

### Assessment criteria

The learner will...

1. Understand the management of team performance

- 1.1 Explain the use of benchmarks in managing performance
- 1.2 Explain a range of quality management techniques to manage team performance
- 1.3 Describe constraints on the ability to amend priorities and plans

2. Be able to allocate and assure the quality of work

- 2.1 Identify the strengths, competences and expertise of team members
- 2.2 Allocate work on the basis of the strengths, competences and expertise of team members
- 2.3 Identify areas for improvement in team members' performance outputs and standards
- 2.4 Amend priorities and plans to take account of changing circumstances
- 2.5 Recommend changes to systems and processes to improve the quality of work



# Qualification Delivery

## What facilities and/or equipment are needed to deliver this qualification?

The approved centre is required to have:

- one or more delivery sites with facilities to support the programme of training and assessment
- equipment in place to facilitate the full programme of learning and assessment
- opportunities in the workplace for learners to carry out tasks/activities which allow them to generate evidence to meet assessment criteria.

## What qualification materials support this qualification?

This qualification is supported by additional documents which must be read by all relevant personnel within approved centres approved to offer this qualification. These include:

- SFJ Awards Level 3 Certificate in Management Skills Qualification Handbook, detailing unit specifications, learning outcomes and assessment criteria for the qualification
- SFJ Awards Centre Handbook
- SFJ Awards Assessment Guidance
- SFJ Awards Quality Assurance (Internal and External) Guidance

Our policies are available on the SFJ Awards website  
<https://sfjawards.com/policies/>.

SFJ Awards also have template forms available to support assessors and internal quality assurers.

## What workforce is needed to be able to deliver this qualification?

The approved centre is required to have a qualified and competent qualification workforce in place which includes as a minimum:

- Head of Centre
- Centre Coordinator
- Assessor(s) and Internal Quality Assurers (IQA) who:
  - Are occupationally knowledgeable in management
  - Have current occupational competence in management
- Assessors who are:
  - Qualified with a recognised assessor qualification, or
  - Working towards a recognised assessor qualification
- IQA(s) who are:
  - Qualified with a recognised IQA qualification, or
  - Working towards a recognised IQA qualification

## How much does this qualification cost?

Qualification registration fees are available on our website <https://sfjawards.com/find-qualifications/about-our-qualifications/> or from SFJ Awards on request

## How to apply to deliver this qualification

SFJ Awards' approved centres should complete the Qualification Approval Form available from Odyssey or the Centre Resources section of the website:

[www.sfjawards.com/centres/centre-resources](http://www.sfjawards.com/centres/centre-resources)

Other centres will need to become approved by SFJ Awards. For information and the centre application form please see our website:

[www.sfjawards.com/centres/become-a-centre](http://www.sfjawards.com/centres/become-a-centre)

For more information please contact SFJ Awards' Customer Support Team:

**Tel: 0114 284 1970**

**Email: [info@sfjawards.com](mailto:info@sfjawards.com)**

**Website: [www.sfjawards.com](http://www.sfjawards.com)**



# Qualification Structure

Learners must successfully complete 28 credits to achieve the qualification. This includes 2 mandatory units (7 credits) and a minimum of 3 optional units (21 credits) from the optional units. A maximum of 13 credits are allowed from optional group C.

Unit title	Level	GL	Credit Value	Reference	Assessment method(s)
<b>Mandatory Unit Group A</b>					
Manage team performance	3	21	4	A/506/1821	All learning outcomes in this qualification must be assessed using appropriate methods.
Manage personal and professional development	3	12	3	T/506/2952	Evidence can be collated in a portfolio including for example records of professional discussions, question and answer sessions, practical demonstration / assignment, written accounts, work products created by the learner.
<b>Optional Unit Group B</b>					
Plan, allocate and monitor work of a team	3	25	5	J/617/6478	
Principles of leadership and management	3	40	6	A/617/4419	
Principles of business	3	74	10	D/506/1942	
Principles of people management	3	26	5	M/617/4420	
Manage knowledge in own area of responsibility	3	15	4	T/600/9730	
Develop working relationships with colleagues	3	25	4	T/617/4421	
Promote equality, diversity and inclusion in the workplace	3	15	3	T/506/1820	
Manage individuals' performance	3	20	4	J/506/1921	
Manage individuals' development in the workplace	3	10	3	L/506/1922	

# Qualification Structure

Learners must successfully complete 28 credits to achieve the qualification. This includes 2 mandatory units (7 credits) and a minimum of 3 optional units (21 credits) from the optional units. A maximum of 13 credits are allowed from optional group C.

Unit title	Level	GL	Credit Value	Reference	Assessment method(s)
<b>Optional Unit Group B (continued)</b>					
Make effective decisions	3	10	3	F/600/9715	All learning outcomes in this qualification must be assessed using appropriate methods.  Evidence can be collated in a portfolio including for example records of professional discussions, question and answer sessions, practical demonstration / assignment, written accounts, work products created by the learner.
Chair and lead meetings	3	10	3	Y/506/1924	
Manage conflict within a team	3	25	5	K/506/1927	
Procure products and/or services	3	35	5	M/506/1928	
Implement change	3	28	5	T/506/1929	
Implement and maintain business continuity plans and processes	3	25	4	K/506/1930	
Collaborate with other departments	3	14	3	M/506/1931	
Support remote or virtual teams	3	18	4	A/506/1933	
Participate in a project	3	19	3	F/506/1934	
Encourage innovation	3	14	4	J/506/2292	
<b>Optional Unit Group C</b>					
Contribute to the improvement of business performance	3	33	6	D/506/1911	
Negotiate in a business environment	3	18	4	H/506/1912	
Develop a presentation	3	11	3	K/506/1913	
Deliver a presentation	3	17	3	M/506/1914	
Contribute to the development and implementation of an information system	3	21	6	A/506/1916	
Resolve customers' problems	3	19	4	K/506/2169	
Resolve customers' complaints	3	22	4	R/506/2151	
Gather, analyse and interpret customer feedback	3	24	5	D/506/2170	
Provide leadership and direction for own area of responsibility	4	30	5	F/507/9527	
Know how to follow disciplinary procedures	4	20	4	L/617/6479	
Manage risk in own area of responsibility	4	25	4	L/600/9619	

# Contacts



## **SFJ Awards**

Tel: 0114 284 1970  
Email: [info@sfjawards.com](mailto:info@sfjawards.com)  
Website: [www.sfjawards.com](http://www.sfjawards.com)

## **Ofqual**

Tel: 0300 303 3344  
Email: [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk)  
Website: [www.gov.uk/government/organisations/ofqual](http://www.gov.uk/government/organisations/ofqual)

## **Qualifications Wales**

Tel: 01633 373 222  
Email: [enquiries@qualificationswales.org](mailto:enquiries@qualificationswales.org)  
Website: [www.qualificationswales.org](http://www.qualificationswales.org)

## **CCEA**

How to contact: <https://ccea.org.uk/contact>  
Email: [info@ccea.org.uk](mailto:info@ccea.org.uk)  
Website: <https://ccea.org.uk/regulation>

## **Skills for Justice**

How to contact: [www.sfjuk.com/contact](http://www.sfjuk.com/contact)  
Email: [contactus@sfjuk.com](mailto:contactus@sfjuk.com)  
Website: [www.sfjuk.com](http://www.sfjuk.com)

## © SFJ Awards 2022

The content of this document is, unless otherwise indicated, Copyright © SFJ Awards and may not be copied, revised, reproduced, or distributed, without prior written consent from SFJ Awards. However, approved SFJ Awards centres may use and reproduce this document free of charge when teaching/assessing learners working towards SFJ Awards qualifications, or for SFJ Awards related administration purposes. Learners may copy the document for their own use only when working towards SFJ Awards qualifications via an approved SFJ Awards centre. Enquiries should be addressed to SFJ Awards.

## **SFJ Awards**

**Consult House, 4 Hayland Street, Sheffield S9 1BY**

**Tel: 0114 284 1970**  
**Email: [info@sfjawards.com](mailto:info@sfjawards.com)**  
**Website: [www.sfjawards.com](http://www.sfjawards.com)**

SFJ Awards is an awarding organisation recognised and regulated by the Office of the Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland, Qualifications Wales in Wales, and SQA in Scotland.

SFJ Awards is part of the Workforce Development Trust, a not for profit organisation, together with Skills for Justice and Skills for Health. For over 10 years Skills for Health and Skills for Justice have been working with employers, Governments of the UK and agencies within the skills system, to better equip workforces with the right skills now and for the future. During this time both Skills for Health and Skills for Justice have earned an enviable reputation for their knowledge of the health and justice sectors and their proactive approach to the development of skills and qualifications, along with an ability to deliver genuinely workable solutions for the employers they represent. SFJ Awards is an awarding organisation that builds upon this reputation. We work with employers in the policing, community safety, legal, armed forces and health sectors and understand their specific challenges, enabling us to quality assure learning outcomes that are suited to the needs of the sectors.