



Certificate in Management

LEVEL

5

This qualification is aimed at individuals working as managers, senior managers, heads of department, directors and in other management related positions.



Total Qualification Time:
220 hrs

Qualification Number: 603/4772/7

Qualification Age: 18



Guided Learning (GL):
99 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 support and develop the skills of those working as managers, senior managers, heads of department, directors and in other management related positions.

Who is the qualification for?

This qualification is aimed at those who are working in or progressing to a higher level management role.

Who supports this qualification?

The qualification has been developed in collaboration with customer demand in the policing and fire and rescue sectors.



Qualification Progression

What future education could this qualification lead to?

Learners could progress 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 18 years of age
- learners will be expected to have literacy, numeracy and communication skills at a level to enable them to meet the requirements of the assessment criteria

How is the qualification achieved?

The learner will need to complete 22 credits. This is made up of 10 mandatory and 12 optional credits.

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 12 optional units to be completed by the learner. 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 techniques and tools that support the design of business processes

- 1.1 Analyse the principles of business change and business process re-engineering
- 1.2 Evaluate the concept and application of workflow patterns and usability testing
- 1.3 Evaluate a range of modelling tools
- 1.4 Analyse the factors to be taken into account when evaluating the effectiveness of business processes

2. Be able to evaluate strategic change

- 2.1 Establish valid evaluation criteria that are capable of measuring the effects of change
- 2.2 Select and use evaluation tools and techniques that are appropriate to the nature of change
- 2.3 Evaluate aspects of change that were successful and ascertain why other aspects were not successful
- 2.4 Justify recommendations made with valid evidence
- 2.5 Identify the implications for knowledge management systems and processes



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 5 Certificate in Management 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/findqualifications/about-ourqualifications/> 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

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

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

Tel: 0114 284 1970

Email: info@sfjawards.com

Website: www.sfjawards.com



Qualification Structure

Learners must successfully complete 22 credits to achieve the qualification. This includes 2 mandatory units (10 credits) and a minimum of 2 optional units (12 credits) from the optional units.

Unit title	Level	GL	Credit	Reference Value	Assessment method(s)
Mandatory Units					
Design business processes	5	23	5	D/506/2055	All learning outcomes in this qualification must be assessed using appropriate methods.
Provide leadership and management	4	28	5	L/506/1953	
Optional Units					
Contribute to the development of a strategic plan	5	31	5	A/506/2046	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.
Manage strategic change	5	25	7	H/506/2056	
Plan change in own area of responsibility	5	30	6	M/617/6569	
Develop and evaluate operational plans for own area of responsibility	5	25	6	Y/600/9588	
Work productively with colleagues and stakeholders	5	30	6	H/617/6570	
Establish business risk management processes	5	29	5	J/506/2048	
Promote equality of opportunity, diversity and inclusion	5	26	5	R/506/2053	
Develop and manage collaborative relationships with other organisations	5	28	5	T/506/2059	
Optimise the use of technology	5	29	6	F/506/2064	
Manage product and/or service development	5	23	5	Y/506/2068	
Manage business risk	4	27	6	L/506/2004	
Manage strategic marketing activities	5	28	7	L/506/2293	

Contacts



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Ofqual

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Qualifications Wales

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CCEA

How to contact: <https://ccea.org.uk/contact>
Email: info@ccea.org.uk
Website: <https://ccea.org.uk/regulation>

Skills for Justice

How to contact: www.sfjuk.com/contact
Email: contactus@sfjuk.com
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SFJ Awards

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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.