

# ILM level 4 NVQ in Management

## Aim

The ILM level 4 NVQ in Management is aimed at middle managers who have a wide span of control and accountability for performance, and who are responsible for determining resource allocation and operational methods in their department or organisation.

It aims to train and assess middle managers who are involved in developing and implementing operational plans, encouraging innovation, developing productive working relationships, ensuring health and safety requirements are met and managing the business process.

## Units

A total of 8 units must be completed to achieve the full award

### Mandatory units

- Develop and implement operational plans for your area of responsibility
- Encourage innovation in your area of responsibility
- Develop productive working relationships with colleagues and stakeholders
- Ensure health and safety requirements are met in your area of responsibility
- Manage the business process

### Optional units

(3 should be chosen)

- Manage your own resources and professional development
- Develop your personal networks
- Provide leadership in your area of responsibility
- Ensure compliance with legal, regulatory, ethical and social requirements
- Promote equality of opportunity and diversity in your area of responsibility
- Lead change
- Plan change
- Implement change
- Recruit, select and keep colleagues
- Allocate and monitor the progress and quality of work in your area of responsibility
- Provide learning opportunities for colleagues
- Reduce and manage conflict in your team
- Lead meetings
- Manage finance for your area of responsibility
- Manage physical resources
- Manage the environmental impact of your work
- Take effective decisions
- Manage a project
- Manage a programme of complementary projects
- Work with others to improve customer service
- Build your own organisation's understanding of its market and customers
- Manage the achievement of customer satisfaction