

NVQ/SVQ in Operational Management Level 5

Who is it for?

The NVQ/SVQ in Operational Management at level 5 is for you if you are a practising manager and:

- have operational responsibility for substantial programmes and resources
- have a broad span of control
- proactively identify and implement change and quality improvements
- negotiate budgets and contracts
- lead high level meetings

Units in the award

The NVQ/SVQ in Operational Management at level 5 covers the full range of general management activities which managers working at this level are expected to carry out. It does not cover specialist functions (such as sales, accounting or engineering) which are covered by other, specialist VQs.

Management activities are divided into four generic key roles:

- A: manage activities,
- B: manage resources,
- C: manage people
- D: manage information

There are mandatory units from each of these key roles in the NVQ/SVQ in management at level 5.

Most, but not all managers working at level 5 will be responsible for managing staff and would therefore wish to choose optional units from the manage people key role. Some may have responsibilities for securing financial resources and/or developing information and communication systems and may be attracted by the optional units from the manage resources or manage information.

Other managers may have a particular responsibility for managing energy, quality or projects and would naturally choose units from those key roles as their options.

The level 5 award comprises 10 units, 6 are mandatory, 4 optional, the units are:

Mandatory units

- A3 Manage activities to meet customer requirements
- A5 Manage change in organisational activities
- B4 Determine the effective use of resources
- C3 Enhance your own performance
- C6 Enhance productive working relationships
- D6 Use information to take critical decisions

Optional units

- B5 Secure financial resources for your organisation's plans
- C8 Select personnel for activities
- C10 Develop teams and individuals to enhance performance
- C13 Manage the performance of teams and individuals
- C16 Deal with poor performance in your team
- C17 Re-deploy personnel and make redundancies
- D3 Chair and participate in meetings
- D5 Establish information management and communication systems
- E1 Identify the scope for improvement in the way the organisation manages energy
- E3 Promote energy efficiency
- F1 Promote the importance and benefits of quality
- F3 Manage continuous quality improvement
- F4 Implement quality assurance systems
- F6 Monitor compliance with quality systems
- F7 Carry out quality audits
- G4 Plan and prepare projects
- G5 Manage the running of projects
- G6 Complete projects

How do I achieve the award?

You must decide if the award is for you. You need to ask yourself three questions about the units:

1. Do I consistently perform to the standard described?
2. Do I have evidence to prove it?
3. Do I have the knowledge and understanding required to perform in other contexts and circumstances, should they arise?

If the answer is yes to all of the above for a particular unit, you can prepare yourself for assessment in that unit. You must provide evidence to prove to an assessor that you consistently meet all the performance criteria.

If the answer is no to any of these questions you will need to do some work before you are ready for assessment. You should discuss this with your development adviser.

Choosing your options

Look at the following units from the NVQ/SVQ in Management Level 5

In column A circle NO if you do not do this, or YES if you do. Do the same for the next unit until you have completed column A.

Now look at all the units against which you have circled YES. In column B rank these in order of importance for your job. Against the most important unit put 1 in column B and so on.

Usually you should choose as your options those units which you have ranked 1, 2 and 3 in column B. However before deciding your options you may wish to discuss your choices with your line manager and adviser.

Optional Units	A Do you do this? Circle NO or YES		B How important is this unit? Rank 1,2, etc
B5 Secure financial resources for your organisation's plans	NO	YES	
C8 Select personnel for activities	NO	YES	
C10 Develop teams and individuals to enhance performance	NO	YES	
C13 Manage the performance of teams and individuals	NO	YES	
C16 Deal with poor performance in your team	NO	YES	
C17 Re-deploy personnel and make redundancies	NO	YES	
D3 Chair and participate in meetings	NO	YES	
D5 Establish information management and communication systems	NO	YES	
E1 Identify the scope for improvement in the way the organisation manages energy	NO	YES	
E3 Promote energy efficiency	NO	YES	
F1 Promote the importance and benefits of quality	NO	YES	
F3 Manage continuous quality improvement	NO	YES	
F4 Implement quality assurance systems	NO	YES	
F6 Monitor compliance with quality systems	NO	YES	
G4 Plan and prepare projects	NO	YES	
G5 Manage the running of projects	NO	YES	
G6 Complete projects	NO	YES	

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