

Level 3 Certificate in Leadership and Management

Group 1

Reference	Unit title	Level	CV*	GLH**	eWorkbook†
8600-300	Solving Problems and Making Decisions	3	2	9	
8600-301	Understanding Innovation and Change in an Organisation ❷	3	2	9	WB7
8600-302	Planning Change in the Workplace ❹	3	2	9	WB7
8600-303	Planning and Allocating Work	3	2	9	
8600-304	Writing for Business	3	1	4	
8600-305	Contributing to Innovation and Creativity in the Workplace	3	2	9	
8600-306	Understanding Customer Service Standards and Requirements	3	2	7	
8600-307	Giving Briefings and Making Presentations ❸	3	2	4	WB14
8600-308	Understanding Leadership	3	2	6	
8600-309	Understand How to Establish an Effective Team	3	1	5	
8600-310	Understanding How to Motivate to Improve Performance	3	2	9	
8600-311	Developing Yourself and Others	3	2	9	
8600-312	Understanding Conflict Management in the Workplace ❹	3	1	4	WB6
8600-313	Understanding Stress Management in the Workplace	3	1	7	
8600-314	Understanding Discipline in the Workplace	3	1	5	
8600-315	Understanding Recruitment and Selection of New Staff in the Workplace	3	2	7	
8600-316	Understanding the Induction of New Staff in the Workplace	3	1	3	
8600-317	Understanding Training and Coaching in the Workplace	3	2	7	
8600-318	Understanding Quality Management in the Workplace	3	2	6	
8600-319	Understanding Organising and Delegating in the Workplace	3	1	4	
8600-320	Managing Workplace Projects ❸	3	2	7	WB9
8600-321	Understanding Health and Safety in the Workplace	3	2	7	
8600-322	Understand the Organisation and its Context	3	2	7	
8600-323	Understanding Performance Management ❸	3	2	7	WB3
8600-324	Understanding Costs and Budgets in an Organisation ❹	3	1	7	WB10
8600-325	Understanding How to Manage the Efficient Use of Materials and Equipment	3	2	7	
8600-326	Understanding the Communication Process in the Workplace	3	2	7	
8600-327	Understanding Negotiation and Networking in the Workplace ❸	3	1	6	WB13
8600-328	Understand How to Lead Effective Meetings ❸	3	2	4	WB5
8600-329	Understanding Workplace Information Systems	3	1	6	
8600-330	Understanding Marketing for Managers	3	1	4	
8600-331	Understanding Support Services Operations in an Organisation	3	3	7	
8600-332	Understanding Sustainability and Environmental Issues in an Organisation	3	3	10	
8600-333	Understanding Procurement and Supplier Management in the Workplace	3	2	7	
8600-334	Understanding and Developing Relationships in the Workplace	3	2	8	
8600-335	Understand How to Manage Contracts and Contractors in the Workplace	3	2	8	
8600-336	Understanding Incident Management and Disaster Recovery in the Workplace	3	2	7	
8600-337	Understanding Security Measures in the Workplace	3	2	7	
8600-338	Understanding How to Manage Remote Workers	3	2	7	
8600-341	Leading and Motivating a Team Effectively	3	2	7	
8600-342	Developing Own Leadership Capability Using Action Learning (Diploma only)	3	10	30	
8600-343	Understanding Mental Health in the Workplace	3	2	5	
8600-359	Understanding Good Practice in Coaching within an Organisational Context	3	3	9	
8600-361	Understanding Good Practice in Mentoring within an Organisational Context	3	3	9	

Credit Value

Minimum 13 credits, maximum 36 credits

Structure

- + Two hour induction
- + At least four hours tutorial support
- + Choice of units from Groups 1 and 2, where Group 1 contains Level 3 units and Group 2 contains units at Levels 2 and 4*.

Total Qualification Time

130 hours

Rules of Combination

- + Minimum 13 credits, maximum 36 credits
- + Choice of optional units from Groups 1 and 2
- + Maximum of 6 credits from Group 2.

Group 2

Reference	Unit title	Level	CV*	GLH**	eWorkbook
8600-200	Developing Yourself as a Team Leader	2	1	6	
8600-201	Improving Performance of the Work Team ❸	2	1	6	WB3
8600-202	Planning and Monitoring Work	2	2	8	
8600-203	Developing the Work Team	2	1	6	
8600-204	Induction and Coaching in the Workplace	2	2	8	
8600-205	Meeting Customer Needs	2	2	6	
8600-206	Working Within Organisational and Legal Guidelines	2	1	6	
8600-207	Providing Quality to Customers	2	1	6	
8600-208	Using Information to Solve Problems	2	1	5	
8600-209	Understanding Change in the Workplace ❸	2	2	8	WB7
8600-210	Maintaining a Healthy and Safe Working Environment	2	1	8	
8600-211	Diversity in the Workplace ❸	2	1	6	WB2
8600-212	Using Resources Effectively and Efficiently in the Workplace	2	1	7	
8600-213	Communicating with People Outside the Work Team	2	1	6	
8600-214	Briefing the Work Team	2	1	6	
8600-215	Workplace Communication	2	1	5	
8600-216	Workplace Records and Information Systems	2	1	5	
8600-217	Business Improvement Techniques	2	2	10	
8600-218	Leading Your Work Team	2	2	6	
8600-219	Managing Yourself	2	1	4	
8600-220	Enterprise Awareness	2	3	18	
8600-221	Working With Customers Legally	2	1	5	
8600-222	Setting Team Objectives in the Workplace	2	2	6	
8600-223	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3	
8600-224	Methods of Communicating in the Workplace	2	1	3	
8600-225	Satisfying Customer Requirements	2	1	3	
8600-226	Understanding Effective Team Working	2	1	3	
8600-227	Building an Awareness of Waste Management	2	2	9	
8600-228	Effectively Selling to Customers	2	2	7	
8600-229	Understanding Sales in the Workplace	2	2	7	
8600-230	Developing Yourself as an Effective Team Member	2	3	9	
8600-400	Understanding the Management Role to Improve Management Performance	4	4	15	
8600-401	Planning and Leading a Complex Team Activity	4	4	6	
8600-402	Managing Equality and Diversity in Own Area ❸	4	4	12	WB2
8600-403	Managing Risk in the Workplace ❸	4	3	6	WB11
8600-404	Delegating Authority in the Workplace	4	3	3	
8600-405	Developing People in the Workplace	4	5	21	
8600-406	Developing Your Leadership Styles	4	4	10	
8600-407	Understanding Financial Management	4	3	12	
8600-408	Management Communication	4	4	18	



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