

NFoPP QCF Level 4 Certificate - Management Units

Syllabus

The Level 4 Certificate is comprised of 8 units which must be achieved in order to hold the full qualification.

The component units of the Level 4 Certificate can be broken down as follows:

- two previously achieved *Technical Award* units
- four *subject-specific* units and
- two *management* units

This is the syllabus document outlining the **management units** of the Level 4 Certificate qualifications.

(You should also obtain a copy of the syllabus document for the subject-specific units that make up the Level 4 Certificate qualification you are studying for)

Unit 7 (IOM) Introduction to Office Management

Unit 8 (AOM) Advanced Office Management (Level 5 Unit)

If you have MOL study material and they do not match this syllabus please contact MOL directly via telephone 0161 203 2103 and discuss the changes with them.

Please remember this is a Level 4 regulated qualification, equivalent to HNC level standard, and therefore some self study, research and application is required.

The full breakdown of the management units is covered within the following pages. You will be required to refer to the syllabus document for units 3 – 6 in your relevant subject area.

This syllabus displays the number of scenarios and questions per element you will be presented with during the examinations. You will still need to achieve the overall pass mark which is detailed; this information has only been added to aid your research and study. Please be advised that all candidates should undertake study for all elements in order to hold detailed subject knowledge.

Effective date	1 st May 2015
Slight amends to all units	
Replaces syllabus v.w1	

Unit 7 Introduction to Office Management (IOM)

Amendments to syllabus		
Unit/element	Previously	Now effective from 1st May 2015
F1	Policies and procedures including internet and email	Item 1 has been reworded slightly to include social media

Unit Overview

40 hours of study recommended

(45% pass mark)

This unit introduces concept of business management and mainly considers the management function of the new manager.

Examination Duration: 2 hours

Assessment Method: Short essay; 5 scenarios (2 questions per scenario)

Syllabus Content (elements A – F)		Number of Scenarios
A	Role of the manager 1. Leader/manager 2. Organising and planning 3. Delegation	1
B	Responsibilities of the manager 1. Leadership and team building, team competition (team dynamics) 2. Motivation 3. Communication: informal, formal, meetings	2
C	Planning 1. Office diary management 2. Managing workloads and tasks 3. Holiday sickness and absence 4. Crisis management and disaster recovery	
D	Staff safety and security procedures 1. Premises and staff security 2. Implementing and monitoring procedures 3. Dealing with difficult people	2
E	Office and staff presentation 1. Attitudes and image (office, staff, vehicles) 2. Maintenance and décor 3. Quality and currency of display	
F	Information Technology 1. Policies and procedures including internet, email and social media 2. Appropriate use 3. Data protection 4. Security and back-up procedures 5. Hardware, software and maintenance	

Unit 8 Advanced Office Management (AOM) (Level 5 Unit)

Amendments to syllabus		
Unit/element	Previously	Now effective from 1 st May 2015
D		Items 1 and 2 have been reworded slightly

Unit Overview **50 hours of study recommended** **(45% pass mark)**

This unit builds on Unit 7 and considers matters that the more established manager is likely to have to deal with.

Examination Duration: 2 hours

Assessment Method: Short essay; 5 scenarios (2 questions per scenario)

Syllabus Content (elements A – G)		Number of Scenarios
A	Budgeting <ol style="list-style-type: none"> 1. Understanding profit and loss and management accounts 2. Fixed and variable costs 3. Cash flow forecasting 	2
B	Principles of reporting and record keeping <ol style="list-style-type: none"> 1. Key performance indicators 2. Collecting, collating, analysing and utilising (and creating audit trails) 	
C	Recruitment <ol style="list-style-type: none"> 1. Resource planning, reviewing staff needs 2. Getting applicants, job description, person specification 3. Short listing 4. Interview: preparing for interview, interviewing against person specification 5. Interviewing skills 6. References and use of terms and conditions of employment 7. Induction: policies and procedures, expectations, probation, feedback 8. Discrimination and harassment in employment 9. Redundancy 	1
D	Managing performance <ol style="list-style-type: none"> 1. Appraisals: feedback, communication, setting objectives and KPI's 2. Dealing with changing and unsatisfactory performance 3. Grievance procedures 4. Disciplinary procedures 5. Dismissal 	2
E	Conflict Management and Complaints <ol style="list-style-type: none"> 1. Conflict with customers - complaints 2. Conflict with staff 3. Conflict between staff 	
F	Self management (for the manager and the staff) <ol style="list-style-type: none"> 1. Time management 2. Stress management 	
G	Training and development <ol style="list-style-type: none"> 1. Analysing training needs, having a training plan, evaluating training 2. Learning cycle, one-to-one training, coaching, delegation (as a training tool) 3. Personal (self) development and CPD 	