



Like all NVQs this qualification is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent in their work role.

MANAGEMENT CVQ LEVEL 2

WHO IS THIS QUALIFICATION FOR?

This qualification is intended for individuals who have a responsibility for the work of others, as they lead a team. It is suitable for people who are entering management, or who have the ability and the opportunity to demonstrate recognisable management and leadership skills, for example, providing leadership for your team, encouraging innovation, allocating and checking work.

Relevant occupations include:

- Team Leader
- Supervisor
- Foreman
- Lead operator
- Shift leader/controller

DELIVERY FORMAT

The training sessions will be delivered using:

- PowerPoint presentations
- Case Studies
- Discussion Questions
- Simulations
- Role Play
- Written Exercises
- Observation of Performance Tasks

This course is delivered within a three (3) month period broken down into Forty-eight (48) hours of training and support sessions, followed by practical assessments of performance tasks.

QUALIFICATION STRUCTURE

To achieve a full award, candidates must complete six units, including four mandatory units and two optional units. Candidates may choose the optional units which best suit their work situation and job role.

MANDATORY UNITS (ALL MUST BE COMPLETED)

1. Manage self

- Recognise changes in circumstances promptly and adjust plans and activities accordingly.
- Prioritise objectives and plan work to make best use of time and resources.
- Take personal responsibility for making things happen.
- Take pride in delivering high quality work.
- Agree achievable objectives for yourself and give a consistent and reliable performance.
- Find practical ways to overcome barriers.
- Make best use of available resources and proactively seek new sources of support when necessary.

2. Provide leadership for your team

- Create a sense of common purpose.
- Take personal responsibility for making things happen.
- Encourage and support others to take decisions autonomously.
- Act within the limits of your authority.
- Make time available to support others.
- Show integrity, fairness and consistency in decision-making.
- Seek to understand people's needs and motivations.
- Model behaviour that shows respect, helpfulness and co-operation.
- Assist the team in solving problems
- Give appropriate feedback.

3. Develop productive working relationships with colleagues

- Present information clearly, concisely, accurately and in ways that promote understanding.
- Seek to understand people's needs and motivations.
- Make time available to support others.
- Clearly agree what is expected of others and hold them to account.
- Work to develop an atmosphere of professionalism and mutual support.
- Model behaviour that shows respect, helpfulness and co-operation.
- Keep promises and honour commitments.
- Consider the impact of your own actions on others.
- Say no to unreasonable requests.
- Show respect for the views and actions of others.
- Communicate in a timely manner.

4. Ensure your own actions reduce risks to health and safety

- Ensure your own actions reduce risk to health and safety
- Reduce the risks to health and safety in your workplace

ELECTIVES UNITS (SELECT TWO)

5. Encourage innovation in your team
6. Allocate and check work in your team
7. Provide learning opportunities
8. Resolve customer service problems
9. Support customer service improvements

National / Caribbean Vocational Qualification

Levels 1 - 3



National/Caribbean Vocational Qualifications (N/CVQs) are work-related, competence-based certifications which employees (fulltime or part-time) and self-employed persons can gain after their performance of a work role has been successfully assessed against Occupational Standards by trained and certified Assessors.

WHAT ARE THE BENEFITS OF ACQUIRING A N/CVQ?

Employees and other individuals gain:

- cross-regional recognition of their knowledge and skills
- increased job satisfaction
- improved progress up the career ladder
- flexible route to getting qualified
- improved employability and transferability

Employers receive:

- improved employee performance/skills
- increased productivity
- improved quality of products and services
- improved employee motivation
- more cost-effective training
- better guarantee of job candidate's capability / capabilities

Our economy benefits through:

- labour mobility and transferability of skills within CARICOM
- enhanced workforce competitiveness
- the drive for common standards, similar to the International Organisation for Standardisation (ISO)
- competence being made explicit and the provision of a clear basis for international comparison
- information needs of employers about workforce competence being met