

# Management

## Mapping Level 3

Current Qualification Title:

**Pearson BTEC Level 3 Diploma in Management  
(601/3396/X)**

Predecessor Qualification Title:

**Pearson Edexcel Level 3 NVQ Certificate/Diploma in Management**

Unit Number	Unit Title	Plan, allocate and monitor work of a team	Set objectives and provide support for team members
		(Y/600/9669)	(M/600/9600)
7	Manage team Performance (A/506/1821)	3.4	
	Manage individuals' performance (J/506/1921)		2.1

No valid and / or sufficient recognition of prior achievement (RPA) opportunities have been identified from the previous Customer Service qualification for the below units and as such, they will need to be fully assessed in accordance with the assessment guidance provided in the specification:

## No coverage

2	Principles of people management (R/506/1937)	12	Implement change (T/506/1929)	21	Develop working relationships with stakeholders (F/506/1982)	30	Encourage innovation (J/506/2292)	38	Contribute to the development and implementation of an information system (A/506/1916)
3	Principles of business (D/506/1942)	13	Implement and maintain business continuity plans and processes (K/506/1930)	22	Manage physical resources (K/506/1989)	31	Manage the impact of work activities on the environment (J/506/2907)	39	Resolve Customers' Problems (K/506/2169)
4	Principles of leadership and management (F/506/2596)	14	Collaborate with other departments (M/506/1931)	23	Prepare for and support quality audits (K/506/1992)	32	Recruitment, selection and induction practice (R/506/2909)	40	Resolve customers' complaints (R/506/2151)
5	Managing personal and professional development (T/506/2952)	15	Support remote or virtual teams (A/506/1933)	24	Conduct quality audits (T/506/1944)	33	Buddy a colleague to develop their skills (M/506/1895)	41	Gather, analyse and interpret customer feedback (D/506/2170)
6	Promote equality, diversity and inclusion in the workplace (T/506/1820)	16	Participate in a project (F/506/1934)	25	Manage a budget (A/506/1995)	34	Contribute to the improvement of business performance (D/506/1911)	42	Employee rights and responsibilities (L/506/1905)
8	Manage individuals' development in the workplace (L/506/1922)	17	Develop and maintain professional networks (J/506/1949)	26	Manage a project (R/506/1999)	35	Negotiate in a business environment (H/506/1912)	43	Health and safety procedures in the workplace (T/505/4673)
9	Chair and lead meetings (Y/506/1924)	18	Develop and implement an operational plan (Y/506/1955)	27	Manage business risk (L/506/2004)	36	Develop a presentation (K/506/1913)	44	Manage events (M/506/1959)
10	Manage conflict within a team (K/506/1927)	19	Encourage learning and development (M/506/1962)	28	Manage knowledge in an organisation (A/506/2032)	37	Deliver a presentation (M/506/1914)	45	Review the quality of customer service (F/506/2176)
11	Procure products and/or services (M/506/1928)	20	Discipline and grievance management (A/506/1981)	29	Manage redundancy and redeployment (M/506/2044)				