Occupational Standards of Competence

Management

Level 2

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- Institute of Customer Service – United Kingdom

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Ms. Dawn Layne - Barbados Shipping and Trading Company Limited (BS&T)
Qualification Overview

NVQB

In

Management Level 2
Qualification Overview

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.

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

**Mandatory Units** (All must be completed)

- Manage self
  - U18902
- Provide leadership for your team
  - U19002
- Develop productive working relationships with colleagues
  - U19102
- Ensure your own actions reduce risks to health and safety
  - U18103

**Optional Units** (Select two)

- Encourage innovation in your team
  - U19202
- Allocate and check work in your team
  - U19302
- Provide learning opportunities
  - U19402
- Resolve customer service problems
  - U13102
- Support customer service improvements
  - U13202
Evidence requirements:

The following guidance applies to the evidence requirements of each unit and should be read in conjunction with the unit specification.

In order to achieve any unit you must demonstrate that you meet all of its requirements. This means all of the performance criteria and behaviours and every item of knowledge and understanding. Your assessor must be able to observe you in the workplace and you must provide tangible evidence to your assessor.

To help you identify relevant, tangible evidence the evidence requirements for each unit list a wide range of possible items of evidence. Please note, you are not expected to produce each item of evidence listed – the evidence requirements identify examples of the evidence that you might be able to produce. Similarly, the references to Behaviours and to Knowledge and Understanding suggest what the evidence may demonstrate. It is your responsibility to collect appropriate evidence, make sure that it demonstrates the performance criteria required, and show which Behaviours and Knowledge and Understanding are also apparent.

A personal statement may accompany the evidence for each unit. The Evidence requirements identify certain performance criteria where this is more likely to be of value. A personal statement is not real work evidence, but it can be useful in explaining and reflecting on your behaviour in achieving certain outcomes and why you behaved as you did, thus helping to link evidence of performance criteria to Behaviours and Knowledge and Understanding. Witness statements should be made both by those who report to you and those to whom you report (except if you do not report to anyone – for example, if you own the organization).

Your assessor must be given sufficient time to become familiar with the evidence. The physical evidence will provide the basis for a dialogue between you and your assessor. This discussion will provide you with an opportunity to show how the physical evidence you have presented covers the performance criteria, behaviours and items of knowledge and understanding.

You must appreciate that your assessor may feel that further evidence is required and the discussion could be used to identify the type of further evidence required and where this can be obtained.

Simulation

Simulation is not allowed. However, wherever access to assessment is jeopardized by this guidance is to be sought from the TVET Council.