

Mapping document

The NCFE Level 3 Certificate in Principles of Management (601/7075/X) has been mapped to the knowledge learning outcomes of the NCFE Level 3 Diploma in Management (601/4032/X), as shown in the table below.

NCFE Level 3 Certificate in Principles of Management (601/7075/X)	NCFE Level 3 Diploma in Management (601/4032/X)
Mandatory units	
Principles of people management (J/507/4328)	Principles of people management (R/506/1937) Manage conflict within a team (K/506/1927)
Principles of business (L/507/4329)	Principles of business (D/506/1942)
Principles of leadership and management (F/507/4330)	Principles of leadership and management (F/506/2596)
Optional units	
Understand how to improve business performance (J/507/4331)	Contribute to the improvement of business performance Implement change (T/506/1929)
Understand the development and implementation of an information system (L/507/4332)	Contribute to the development and implementation of an information system (A/506/1916) Monitor information systems (from NCFE Level 3 Diploma in Business Administration)
Understand how to participate in a project and collaborate and negotiate with other departments (R/507/4333)	Participate in a project (F/506/1934) Collaborate with other departments (M/506/1931) Negotiate in a business environment (H/506/1912)
Understand equality, diversity and inclusion in the workplace (K/507/4337)	Promote equality, diversity and inclusion in the workplace (T/506/1820)
Understand how to develop and deliver a presentation (T/507/4339)	Develop a presentation (K/506/1913) Deliver a presentation (M/506/1914)
Understand how to resolve customers' problems and complaints (D/507/5565)	Resolve customers' problems (K/506/2169) Resolve customers' complaints (R/506/2151)
Understand how to monitor customer service interactions and feedback (M/507/5568)	Gather, analyse and interpret customer feedback (D/506/2170) Monitor the quality of customer service interactions (from NCFE Level 3 Diploma in Customer Service)
Understand how to develop professional networks (M/507/5571)	Develop and maintain professional networks (J/506/1949)
Understand how to manage business risk (R/507/5577)	Manage business risk (L/506/2004)
Understand how to manage knowledge in an organisation (M/507/5585)	Manage knowledge in an organisation (A/506/2032)
Understand how to manage redundancy and redeployment (T/507/5586)	Manage redundancy and redeployment (M/506/2044)

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**** To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.***