

**Leadership and Management for Care Services – Unit and element titles**  
**S/NVQ Level 4**  
**Four core units which must be taken by all candidates**

<b>LMC unit and element titles</b>	<b>Source</b>
<p><b>Unit LMC A1 Manage and develop yourself and your workforce within care services</b></p> <p>Element LMC A1.1 Manage and develop self in management and leadership roles</p> <p>Element LMC A1.2 Manage and develop workers through supervision and performance reviews</p> <p>Element LMC A1.3 Lead and manage continuous improvement in the provision</p> <p>Element LMC A1.4 Enhance the quality and safety of the provision through workforce development</p>	<p>Revised/Derived NOS for Managers in Residential Child Care NOS 2/11/12/17</p>
<p><b>Unit LMC B1 Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people</b></p> <p>Element LMC B1.1 Lead and manage provision that complies with legislation, registration, regulation and inspection requirements</p> <p>Element LMC B1.2 Lead and manage provision that promotes the rights and responsibilities</p> <p>Element LMC B1.3 Lead and manage provision that protects people</p>	<p>Revised/Derived NOS for Managers in Residential Child Care NOS 3/5/6 RM award NOS 1</p>
<p><b>Unit LMC C1 Develop and maintain systems, procedures and practice of care services to manage risks and comply with health and safety requirements</b></p> <p>Element LMC C1.1 Implement and monitor compliance with health and safety requirements</p> <p>Element LMC C1.2 Promote a culture where needs and risks are balanced with healthy and safe practice</p> <p>Element LMC C1.3 Monitor and review systems, procedures and practice for the management of risk</p>	<p>Revised/Derived NOS for Managers in Residential Child Care NOS 6/18 RM award NOS 1</p>
<p><b>Unit LMC E1 Lead and manage effective communication that promotes positive outcomes for people within care services</b></p> <p>Element LMC E1.1 Manage effective communication</p> <p>Element LMC E1.2 Ensure that management information systems support the delivery of positive outcomes for people and the provision</p> <p>Element LMC E1.3 Manage and maintain recording and reporting systems and procedures and use them effectively</p>	<p>Revised/Derived NOS for Managers in Residential Child Care NOS 3/5 RM award NOS 1</p>

## PLUS

### **Four optional units to be selected from the remaining suite of Leadership and Management for Care Services National Occupational Standards**

<p><b>Unit LMC A2 Facilitate and manage change within care services through reflective, motivating and flexible leadership</b></p> <p>Element LMC A2.1 Develop and lead the implementation of a shared vision for your provision</p> <p>Element LMC A2.2 Develop a culture that is open and facilitates participation</p> <p>Element LMC A2.3 Promote a positive image of your provision and its contribution to the lives of people</p>	<p>Revised/Derived NOS for Managers in Residential Child Care NOS 1</p>
<p><b>Unit LMC A3 Actively engage in the safe selection and recruitment of workers and their retention in care services</b></p> <p>Element LMC A3.1 Review the requirements for the safe selection and recruitment of workers, and their retention</p> <p>Element LMC A3.2 Actively engage in the safe selection and recruitment of workers</p> <p>Element LMC A3.3 Implement systems, procedures and practice to support retention</p>	<p>Revised/Derived NOS for Managers in Residential Child Care NOS 10</p>
<p><b>Unit LMC A4 (HSC446) Manage a dispersed workforce to meet the needs and preferences of individuals at home</b></p> <p>Element LMC A4.1 Manage the work of staff in an individual's home</p> <p>Element LMC A4.2 Supervise and support staff to ensure that health and care services are meeting individual needs and preferences</p> <p>Element LMC A4.3 Respond to day-to-day changes and emergencies</p>	<p>Newly imported/referenced HSC level 4 NOS (not in RM or RMCC award)</p>
<p><b>Unit LMC A5 (MSC D6) Allocate and monitor the progress and quality of work in your area of responsibility</b></p>	<p>New management unit imported/referenced</p>

<p><b>Unit LMC B2 Lead and manage provision of care services that promotes the well being of people</b></p> <p>Element LMC B2.1 Lead and manage provision that involves people in decisions about the outcomes they wish to achieve</p> <p>Element LMC B2.2 Lead and manage provision that promotes people's social, emotional, cultural, spiritual and intellectual well being</p> <p>Element LMC B2.3 Lead and manage provision that promotes people's health</p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 3 RM award NOS 1</p>
<p><b>Unit LMC B3 Manage provision of care services that deals effectively with transitions and significant life events</b></p> <p>Element LMC B3.1 Implement systems, procedures and practice to support people through transitions and significant life events</p> <p>Element LMC B3.2 Lead and manage provision that supports people to deal effectively with transitions and significant life events</p> <p>Element LMC B3.3 Implement and review systems, procedures and practice for sharing information on transitions and significant life events</p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 3 RM award NOS 2</p>

<p><b>Unit LMC B4 Manage provision of care services that supports parents, families, carers and significant others to achieve positive outcomes</b></p> <p>Element LMC B4.1 Manage effective working partnerships with parents, carers, families and significant others</p> <p>Element LMC B4.2 Manage systems and procedures to involve parents, carers, families and significant others</p> <p>Element LMC B4.3 Support workers to manage situations where there is conflict</p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 1/7</p>
<p><b>Unit LMC B5 Manage and evaluate systems, procedures and practices for assessments, plans and reviews within care services</b></p> <p>Element LMC B5.1 Ensure that workers are competent to carry out assessments, plans and reviews</p> <p>Element LMC B5.2 Manage the involvement of people in evaluating the effectiveness of assessments, plans and reviews</p> <p>Element LMC B5.3 Evaluate systems, procedures and practices for reviewing the effectiveness of assessments, plans and reviews</p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 3</p>
<p><b>Unit LMC B6 Lead and manage provision of care services that promotes the development of children and young people</b></p> <p>Element LMC B6.1 Implement and monitor policies, systems, procedures and practice for the development of children and young people</p> <p>Element LMC B6.2 Lead and manage provision that supports children and young people's development and achievements</p> <p>Element LMC B6.3 Lead and manage provision that promotes development through engagement, relationship-based, child-centred practice</p>	<p>Derived (Mainly new but developed from Managers in Residential Child Care NOS 3)</p>
<p><b>Unit LMC B7 Lead and manage group living provision within care services</b></p> <p>Element LMC B7.1 Develop the physical environment</p> <p>Element LMC B7.2 Plan, implement and review daily living programmes</p> <p>Element LMC B7.3 Use group procedures to promote positive outcomes for people</p> <p>Element LMC B7.4 Manage a provision that promotes group care as a positive experience</p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 4</p>
<p><b>Unit LMC B8 Lead and manage provision of care services that promotes positive behaviour</b></p> <p>Element LMC B8.1 Implement and monitor behaviour policies, systems, procedures and practices</p> <p>Element LMC B8.2 Promote positive behaviour</p> <p>Element LMC B8.3 Support workers to promote positive behaviour</p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 6 RM award NOS 1</p>

<p><b>Unit LMC C2 (HSC450) Develop risk management plans to support individual's independence and daily living within their home</b></p> <p>Element LMC C2.1 Prepare to carry out risk assessments</p> <p>Element LMC C2.2 Carry out risk assessments</p> <p>Element LMC C2.3 Develop, agree and regularly review risk management plans for individuals</p>	<p>Newly imported/referenced HSC level 4 NOS (not in RM or RMCC award)</p>
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<p><b>Unit LMC D1 Lead and manage work for care services with networks, communities, other professionals and organisations</b></p> <p>Element LMC D1.1 Manage effective working relationships with networks and communities</p> <p>Element LMC D1.2 Create and maintain effective working relationships and partnerships with other professionals and organisations</p> <p>Element LMC D1.3 Contribute to the development of local strategies and services</p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 8</p>
<p><b>Unit LMC D2 Manage workers within care services who are based in external multi-disciplinary teams</b></p> <p>Element LMC D2.1 Establish and manage relationships to support workers based in external multi-disciplinary teams</p> <p>Element LMC D2.2 Promote effective procedures, protocols and practices for workers based in external multi-disciplinary teams</p> <p>Element LMC D2.3 Ensure workers based in multi disciplinary teams have opportunities for continuing professional development</p>	<p>New NOS</p>
<p><b>Unit LMC D3 Lead and manage inter-professional teams within care services</b></p> <p>Element LMC D3.1 Promote effective inter-professional team working</p> <p>Element LMC D3.2 Ensure effective relationships with supervisors from other professions</p> <p>Element LMC D3.3 Promote effective team working</p>	<p>New NOS</p>
<p><b>Unit LMC E2 Identify, implement and evaluate systems, procedures and practice within care services that measure performance</b></p> <p>Element LMC E2.1 Identify indicators and methods to measure the performance of the provision</p> <p>Element LMC E2.2 Implement and monitor systems, procedures and practice to measure performance</p> <p>Element LMC E2.3 Evaluate performance measurement systems, procedures and practice</p>	<p>New NOS</p>
<p><b>Unit LMC E3 Monitor and manage the quality of the provision of care services</b></p> <p>Element LMC E3.1 Implement systems, procedures and practice to meet quality standards</p> <p>Element LMC E3.2 Develop a culture for promoting quality in which everyone participates</p> <p>Element LMC E3.3 Implement, monitor and review quality systems, policies and procedures</p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 2/17</p>
<p><b>Unit LMC E4 Lead and manage provision of care services that promotes opportunities, identifies constraints and manages risk</b></p> <p>Element LMC E4.1 Identify and evaluate opportunities and constraints for the future development and viability of your provision</p> <p>Element LMC E4.2 Evaluate the nature and significance of any risks to your provision</p> <p>Element LMC E4.3 Assess and manage risk for the continuing development and viability of your provision</p>	<p>New NOS</p>

<p><b>Unit LMC E5 Plan operations and manage resources to meet current and future demands on the provision of care services</b></p> <p>Element LMC E5.1 Develop and review operational plans for the provision</p> <p>Element LMC E5.2 Manage time and resources to deliver positive outcomes for people</p> <p>Element LMC E5.3 Evaluate whether and to what extent resources meet current and future demands</p> <p style="text-align: center;"><b>THIS IS AN EXCLUDED COMBINATION WITH E7</b></p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 2</p>
<p><b>Unit LMC E6 Contribute to the strategic policies of care services</b></p> <p>Element LMC E6.1 Evaluate the impact of strategic policies on the provision</p> <p>Element LMC E6.2 Evaluate and implement strategic plans for the development of your provision</p> <p>Element LMC E6.3 Provide feedback on strategic policies to influence the direction of the service</p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 2</p>
<p><b>Unit LMC E7 Develop, implement and review business plans and planning for the provision of care services</b></p> <p>Element LMC E7.1 Develop a business plan for your provision</p> <p>Element LMC E7.2 Implement, monitor and review the business plan</p> <p>Element LMC E7.3 Evaluate policies, procedures and practices for the business planning</p> <p style="text-align: center;"><b>THIS IS AN EXCLUDED COMBINATION WITH E5</b></p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 2</p>
<p><b>Unit LMC E8 (MSC E2) Manage finance for your area of responsibility (This unit has no elements)</b></p>	<p>New management unit imported/referenced</p>
<p><b>Unit LMC E9 Manage procedures within care services for making, responding to and learning from comments and complaints</b></p> <p>Element LMC E9.1 Implement and review systems, procedures and practice for the receipt of comments and complaints</p> <p>Element LMC E9.2 Ensure that lessons are learned from comments and complaints</p> <p>Element LMC E9.3 Evaluate the effectiveness of complaints systems, procedures and practice</p>	<p>Revised/derived NOS for Managers in Residential Child Care NOS 1</p>
<p><b>Unit LMC E10 Ensure policies, procedures and practice for the conduct of workers within care services are adhered to</b></p> <p>Element LMC E10.1 Ensure conduct within the provision complies with legislation, regulation, inspection and organisational requirements</p> <p>Element LMC E10.2 Implement disciplinary and grievance procedures</p> <p>Element LMC E10.3 Arrange, conduct and report on disciplinary hearings</p>	<p>New NOS</p>
<p><b>Unit LMC E11 (MSC F1) Manage a project (This unit has no elements)</b></p>	<p>New management unit imported/referenced</p>
<p><b>Unit LMC E12 (MSC F2) Manage a programme of complementary projects (This unit has no elements)</b></p>	<p>New management unit imported/referenced</p>

<p><b>Unit LMC E13      Market, cost and contract to ensure the viability of the provision of care services</b></p> <p>Element LMC E13.1    Identify potential markets and cost services</p> <p>Element LMC E13.2    Negotiate contracts to ensure the continuing development and functioning of the provision</p> <p>Element LMC E13.3 Monitor and evaluate marketing and contacting systems, procedures and practices for the provision</p>	<p>New NOS</p>
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