



Transforming skills, careers and lives.

ILM Level 3 Qualifications in Leadership and Management

The Institute of Leadership & Management (ILM) is the UK's largest management body. ILM combines industry-leading qualifications and specialist member services.

Best Practice Training & Development Ltd is a leading ILM Approved Centre. We deliver a range of ILM courses - either in your workplace or by distance learning.

The following pages contain course information.

For further information or to discuss this course in more detail, please contact **Best Practice on 01923 225225**

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ILM Level 3 Qualifications in Leadership and Management



Who are these qualifications for?

The Level 3 Award, Certificate and Diploma in Leadership and Management are ideal for individuals who have management responsibilities but no formal training, and are serious about developing their abilities. They particularly support practising team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change, budget cuts or other pressures.

Benefits for individuals

- ▶ Gain a range of key management skills and put them into practice in your own role
- ▶ Build your leadership capabilities – motivate and engage teams, manage relationships confidently
- ▶ Develop your leadership and management skills using your own knowledge, values and motivations.

Benefits for employers

- ▶ Effective and confident first-line managers
- ▶ Better relationships and communication in teams
- ▶ Proven skills – to get this qualification, managers will need to show that they can transfer their new skills to

your organisation

- ▶ Managers with the tools to develop their own skills and abilities.

The qualifications are made up of a wide range of units covering core management skills – such as understanding how to organise and delegate – plus skills in communication, team leadership, change, innovation and managing people and relationships. This flexibility in unit choice allows the qualification to be tailored to meet the needs of the individual and employer.

Progression

Successful learners can progress to a range of qualifications including:

- ▶ ILM Level 3 Certificate in Coaching and/or Mentoring
- ▶ ILM Level 3 Certificate or Diploma in Facilities Management
- ▶ ILM Level 3 Certificate in Enterprise and Entrepreneurship
- ▶ ILM Level 4 Award, Certificate or Diploma in Leadership and Management.

Qualification overview

Qualification title and number	Credit value	Structure
Level 3 Award in Leadership and Management 600/5934/5	Minimum 4 credits Maximum 12 credits	<ul style="list-style-type: none"> ▶ One hour induction ▶ At least two hours tutorial support ▶ All units must be taken from Group 1* ▶ Minimum two units
Level 3 Certificate in Leadership and Management 600/5961/8	Minimum 13 credits Maximum 36 credits	<ul style="list-style-type: none"> ▶ Two hour induction ▶ At least four hours tutorial support ▶ Choice of units from Groups 1 and 2, where Group 1 contains Level 3 units and Group 2 contains units at Levels 2 and 4* ▶ Maximum of 6 credits from Group 2
Level 3 Diploma in Leadership and Management 600/5964/3	Minimum 37 credits	<ul style="list-style-type: none"> ▶ Two hour induction ▶ At least seven hours tutorial support ▶ Choice of units from Groups 1 and 2, where Group 1 contains Level 3 units and Group 2 contains units at Levels 2 and 4* ▶ Maximum of 18 credits from Group 2

* Refer to table overleaf for unit details

Rules of combination

Award

- ▶ Minimum 4 credits, maximum 12 credits
- ▶ Minimum two units
- ▶ All units must be taken from Group 1

Certificate

- ▶ Minimum 13 credits, maximum 36 credits
- ▶ Choice of optional units from Groups 1 and 2
- ▶ Maximum of 6 credits from Group 2

Diploma

- ▶ Minimum 37 credits
- ▶ Choice of optional units from Groups 1 and 2
- ▶ Maximum of 18 credits from Group 2

Overview of units

Group 1

Reference	Unit title	Level	CV*	GLH**
8600-300	Solving Problems and Making Decisions	3	2	9
8600-301	Understanding Innovation and Change in an Organisation	3	2	9
8600-302	Planning Change in the Workplace	3	2	9
8600-303	Planning and Allocating Work	3	2	9
8600-304	Writing for Business	3	1	4
8600-305	Contributing to Innovation and Creativity in the Workplace	3	2	9
8600-306	Understanding Customer Service Standards and Requirements	3	2	7
8600-307	Giving Briefings and Making Presentations	3	2	4
8600-308	Understanding Leadership	3	2	6
8600-309	Understand How to Establish an Effective Team	3	1	5
8600-310	Understanding How to Motivate to Improve Performance	3	2	9
8600-311	Developing Yourself and Others	3	2	9
8600-312	Understanding Conflict Management in the Workplace	3	1	4
8600-313	Understanding Stress Management in the Workplace	3	1	7
8600-314	Understanding Discipline in the Workplace	3	1	5
8600-315	Understanding Recruitment and Selection of New Staff in the Workplace	3	2	7
8600-316	Understanding the Induction of New Staff in the Workplace	3	1	3
8600-317	Understanding Training and Coaching in the Workplace	3	2	7
8600-318	Understanding Quality Management in the Workplace	3	2	6
8600-319	Understanding Organising and Delegating in the Workplace	3	1	4
8600-320	Managing Workplace Projects	3	2	7
8600-321	Understanding Health and Safety in the Workplace	3	2	7
8600-322	Understand the Organisation and its Context	3	2	7
8600-323	Understanding Performance Management	3	2	7
8600-324	Understanding Costs and Budgets in an Organisation	3	1	7
8600-325	Understanding How to Manage the Efficient Use of Materials and Equipment	3	2	7
8600-326	Understanding the Communication Process in the Workplace	3	2	7
8600-327	Understanding Negotiation and Networking in the Workplace	3	1	6
8600-328	Understand How to Lead Effective Meetings	3	2	4
8600-329	Understanding Workplace Information Systems	3	1	6
8600-330	Understanding Marketing for Managers	3	1	4
8600-331	Understanding Support Services Operations in an Organisation	3	3	7
8600-332	Understanding Sustainability and Environmental Issues in an Organisation	3	3	10
8600-333	Understanding Procurement and Supplier Management in the Workplace	3	2	7
8600-334	Understanding and Developing Relationships in the Workplace	3	2	8

* Credit value. ** Guided learning hours.

Group 1 continued

Reference	Unit title	Level	CV*	GLH**
8600-335	Understand How to Manage Contracts and Contractors in the Workplace	3	2	8
8600-336	Understanding Incident Management and Disaster Recovery in the Workplace	3	2	7
8600-337	Understanding Security Measures in the Workplace	3	2	7
8600-338	Understanding How to Manage Remote Workers	3	2	7
8600-339	Understanding Good Practice in Workplace Coaching	3	3	9
8600-340	Understanding Good Practice in Workplace Mentoring	3	3	9
8600-341	Leading and Motivating a Team Effectively	3	2	7
8600-342	Developing Own Leadership Capability Using Action Learning (<i>Diploma only</i>)	3	10	30

Group 2

Reference	Unit title	Level	CV*	GLH**
8600-200	Developing Yourself as a Team Leader	2	1	6
8600-201	Improving Performance of the Work Team	2	1	6
8600-202	Planning and Monitoring Work	2	2	8
8600-203	Developing the Work Team	2	1	6
8600-204	Induction and Coaching in the Workplace	2	2	8
8600-205	Meeting Customer Needs	2	2	6
8600-206	Working Within Organisational and Legal Guidelines	2	1	6
8600-207	Providing Quality to Customers	2	1	6
8600-208	Using Information to Solve Problems	2	1	5
8600-209	Understanding Change in the Workplace	2	2	8
8600-210	Maintaining a Healthy and Safe Working Environment	2	1	8
8600-211	Diversity in the Workplace	2	1	6
8600-212	Using Resources Effectively and Efficiently in the Workplace	2	1	7
8600-213	Communicating with People Outside the Work Team	2	1	6
8600-214	Briefing the Work Team	2	1	6
8600-215	Workplace Communication	2	1	5
8600-216	Workplace Records and Information Systems	2	1	5
8600-217	Business Improvement Techniques	2	2	10
8600-218	Leading Your Work Team	2	2	6
8600-219	Managing Yourself	2	1	4
8600-220	Enterprise Awareness	2	3	18
8600-221	Working With Customers Legally	2	1	5
8600-222	Setting Team Objectives in the Workplace	2	2	6
8600-223	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3
8600-224	Methods of Communicating in the Workplace	2	1	3
8600-225	Satisfying Customer Requirements	2	1	3
8600-226	Understanding Effective Team Working	2	1	3
8600-227	Building an Awareness of Waste Management	2	2	9
8600-228	Effectively Selling to Customers	2	2	7
8600-229	Understanding Sales in the Workplace	2	2	7
8600-230	Developing Yourself as an Effective Team Member	2	3	9
8600-400	Understanding the Management Role to Improve Management Performance	4	4	15
8600-401	Planning and Leading a Complex Team Activity	4	4	6
8600-402	Managing Equality and Diversity in Own Area	4	4	12

Group 2 continued

Reference	Unit title	Level	CV*	GLH**
8600-403	Managing Risk in the Workplace	4	3	6
8600-404	Delegating Authority in the Workplace	4	3	3
8600-405	Developing People in the Workplace	4	5	21
8600-406	Developing Your Leadership Styles	4	4	10
8600-407	Understanding Financial Management	4	3	12
8600-408	Management Communication	4	4	18

Learning resources

There is a range of materials available to support ILM qualifications, for full details browse online at www.i-l-m.com/shop

ILM membership

ILM membership brings access to a wide range of online resources, news and information that have been specially selected to support management learning and development. It's the ideal way to help learners get the most from their ILM programme and support their management career. Visit www.i-l-m.com/members for more information.

Our ethos

Our qualifications combine innovative design with a strong focus on workplace performance, we believe this delivers well-rounded managers with a proven ability to perform to the required standards.

Contact ILM

The ILM Customer Service Team is dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

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