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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                                     | Credit value                             | Structure  |
|---|--|--|
| <b>Level 3 Award in Leadership and Management</b>       | Minimum 4 credits<br>Maximum 12 credits  | <ul style="list-style-type: none"> <li>▶ One hour induction</li> <li>▶ At least two hours tutorial support</li> <li>▶ All units must be taken from Group 1*</li> <li>▶ Minimum two units</li> </ul>  |
| <b>Level 3 Certificate in Leadership and Management</b> | Minimum 13 credits<br>Maximum 36 credits | <ul style="list-style-type: none"> <li>▶ Two hour induction</li> <li>▶ At least four hours tutorial support</li> <li>▶ 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*</li> <li>▶ Maximum of 6 credits from Group 2</li> </ul>   |
| <b>Level 3 Diploma in Leadership and Management</b>     | Minimum 37 credits                       | <ul style="list-style-type: none"> <li>▶ Two hour induction</li> <li>▶ At least seven hours tutorial support</li> <li>▶ 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*</li> <li>▶ Maximum of 18 credits from Group 2</li> </ul> |

\* 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     | 1   | 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](http://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](http://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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