



# LEADERSHIP AND MANAGEMENT PROFESSIONAL QUALIFICATIONS

# “ILM creates leaders and develops managers through qualifications, training and cutting edge research”

## Why ILM Qualifications?

ILM provides flexible and relevant qualifications framework to develop the leaders and managers of tomorrow. ILM qualifications provides instant recognition of the leadership and management skills of the holder – internationally. The key benefits of an ILM qualification are:

### Flexible and customizable content

ILM qualifications are made up of a range of units, available units are varied, and cover a range of pertinent leadership and management issues. This enables a greater degree of flexibility to customize your training according to your own needs and priorities or that of your organisation.

### Practical assessment - not just theory

As part of your qualification you will be required to complete an assessment in relation to all of the units on your programme. Assessment is a key measure of management and leadership skills learning. ILM's approach to assessment is to ensure that it enables you apply and demonstrate their knowledge, skills and awareness to real-life workplace challenges. Our programs mean you can assess your development and see them make a real-world impact on your organisation even before their course is finished.

### Studying Membership Benefits

All delegates on ILM qualification programmes will receive complimentary studying membership whilst on their course. This will include the following added benefits:

- Complimentary subscription to **Edge magazine**, the Institute's leadership and management magazine
- **The Ci Zone**, free access to suite of interactive career development tools and resources.
- The **Resource Centre** brings you the access to latest leadership and management thinking through a free online catalogue of e-books, business books summaries and thousands of e-journal articles.
- The **LearningZone** has over 400 digital learning resources covering essential management and leadership topics, many of which have been mapped to directly support learners on the ILM programmes.
- Full access to the **ILM Insight** – where managers, leaders, HR professionals, training experts, academics and opinion-formers come to network, share advice and find hot topics and research.

# ILM Level 2 Certificate in Team Leading



This qualification is designed for new and aspiring team leaders. It gives an in-depth introduction to the role and responsibilities of a team leader.

## Benefits for individuals

- ▶ The core skills to lead a team successfully
- ▶ Motivation techniques to get the best from people.

Develop the confidence to tackle difficult issues like underperformance

Be equipped with tools to develop as a leader

## Benefits for employers

- ▶ Team leaders equipped with the skills they need to perform
- ▶ Staff who are competent to manage people and relationships
- ▶ Better communication and collaboration in teams
- ▶ Incentivise your staff to develop their potential.

units covering the core skills needed to lead a team. Learners look at how to plan, allocate and monitor work; plus gain tools and techniques to develop as a leader and get the most from their team.

Then learners complete the Certificate with optional units which cover everything from communication skills to business improvement skills

## Progression

Successful learners may progress to a range of qualifications including the following:

- ▶ ILM Level 3 Award or Certificate in Leadership and Management
- ▶ ILM Level 3 Certificate in Principles of Leadership and Management.

## Qualification overview

Qualification title	Credit value	Structure
<b>ILM Level 2 Certificate in Team Leading 601/3781/2</b>	Minimum 15 credits and maximum of 36 credits	<ul style="list-style-type: none"><li>▶ At least one hour induction</li><li>▶ Minimum two hours tutorial support</li><li>▶ Minimum of 4 credits from Group 1</li><li>▶ Minimum 11 credits from Groups 2 and/or 3</li><li>▶ No more than 7 credits from Group 3</li></ul>

## Rules of combination

- ▶ Minimum 4 credits from Group 1
- ▶ Minimum of 11 credits from Groups 2 and/or 3
- ▶ No more than 7 credits from Group 3.

## Overview of units

### Group 1

Reference	Unit title	Level	CV*	GLH*
8002-250	Developing Yourself as a Team Leader	2	1	6
8002-251	Improving Performance of the Work Team	2	1	6
8002-252	Planning and Monitoring Work	2	2	8

### Group 2

Reference	Unit title	Level	CV*	GLH*
8002-259	Understanding Change in the Workplace	2	2	8
8002-253	Developing the Work Team	2	1	6
8002-268	Leading Your Work Team	2	2	6
8002-260	Maintaining a Healthy and Safe Working Environment	2	1	8
8002-263	Communicating with People Outside the Work Team	2	1	6
8002-254	Induction and Coaching in the Workplace	2	2	8
8002-269	Managing Yourself	2	1	4
8002-261	Diversity in the Workplace	2	1	6
8002-264	Briefing the Work Team	2	1	6
8002-275	Satisfying Customer Requirements	2	1	3
8002-270	Enterprise Awareness	2	3	18
8002-274	Methods of Communicating in the Workplace	2	1	3
8002-262	Using Resources Effectively and Efficiently in the Workplace	2	1	7
8002-265	Workplace Communication	2	1	5
8002-276	Understanding Effective Team Working	2	1	3
8002-257	Providing Quality to Customers	2	1	6
8002-271	Working with Customers Legally	2	1	5
8002-266	Workplace Records and Information Systems	2	1	5
8002-277	Building an Awareness of Waste Management	2	2	9
8002-258	Using Information to Solve Problems	2	1	5
8002-273	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3
8002-267	Business Improvement Techniques	2	2	10
8002-280	Understanding the Implications of Working in an Enterprise	2	3	6
8002-279	Understanding Sales in the Workplace	2	2	7
8002-256	Working Within Organisational and Legal Guidelines	2	1	6
8002-255	Meeting Customer Needs	2	2	6
8002-272	Setting Team Objectives in the Workplace	2	2	6

### Group 3

Reference	Unit title	Level	CV*	GLH*
8002-300	Solving Problems and Making Decisions	3	2	9
8002-301	Understanding Innovation and Change in an Organisation	3	2	9
8002-307	Giving Briefings and Making Presentations	3	2	4
8002-308	Understanding Leadership	3	2	6
8002-312	Understanding Conflict Management in the Workplace	3	1	4
8002-313	Understanding Stress Management in the Workplace	3	1	7
8002-314	Understanding Discipline in the Workplace	3	1	5
8002-316	Understanding the Induction of New Staff in the Workplace	3	1	3
8002-317	Understanding Training and Coaching in the Workplace	3	2	7
8002-320	Managing Workplace Projects	3	2	7
8002-322	Understand the Organisation and its Context	3	2	7
8002-327	Understanding Negotiation and Networking in the Workplace	3	1	6
8002-337	Understanding Security Measures in the Workplace	3	2	7
8002-339	Understanding Good Practice in Workplace Coaching	3	3	9
8002-380	Undertaking Coaching in the Workplace	3	4	6

\*Credit value. \*\*Guided learning hours.

### Delivery Mode & Costs

We aim to provide a flexible approach to learning to ensure that learning is accessible to all. This programme is delivered in a blended approach.

**Distance learning** – learners are not required to attend sessions and will be provided with learning resources/materials to support this programme. Learners will be able to access online resources and forums for further support and will be allocated an e-coach. An e-coach will provide email and telephone support as well as scheduled tutorials to support development and assignment completion.

**In house** - we are also able to deliver this programme within companies – please call 0203 302 2024 to discuss your requirements.

# 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, manager 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	Credit value	Structure
<b>Level 3 Award in Leadership and Management</b>	Minimum 4 credits 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 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>

### 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

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	3	2	9
8600-306	Understanding Customer Service Standards and	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	3	2	7
8600-316	Understanding the Induction of New Staff in the	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	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	3	2	7
8600-327	Understanding Negotiation and Networking in the	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	3	3	7
8600-332	Understanding Sustainability and Environmental Issues in an	3	3	10
8600-333	Understanding Procurement and Supplier Management in	3	2	7



## Group 1 continued

Reference	Unit title	Level	CV*	GLH
8600-334	Understanding and Developing Relationships in the	3	2	8
8600-335	Understand How to Manage Contracts and Contractors in	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	3	10	30
8600-343	Understanding Mental Health in the Workplace	3	2	5

## 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	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	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
8600-229	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	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
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

## Delivery Mode

We aim to provide a flexible approach to learning to ensure that learning is accessible to all. This programme is delivered in a blended approach.

**Distance learning** – learners are not required to attend sessions and will be provided with learning resources/materials to support this programme. Learners will be able to access online resources and forums for further support and will be allocated an e-coach. An e-coach will provide email and telephone support as well as scheduled tutorials to support development and assignment completion.

**Blended learning** – learners will be required to attend our five day intensive workshops. They will also be provided with all learning resources and materials. Learners will be able to access online resources and forums for further support and will be allocated an e-coach. An e-coach will provide email and telephone support as well as scheduled tutorials to support development and assignment completion. **Please call 0203 302 2024 for further details**

**In house** - we are also able to deliver this programme within companies – please call 0203 302 2024 to discuss your requirements.

# ILM Level 5 Qualifications in Leadership and Management



## Who are these qualifications for?

The Level 5 Award, Certificate or Diploma in Leadership and Management is designed for practising middle managers, helping them to develop their skills and experience, improve performance and prepare for senior management responsibilities.

## Benefits for individuals

- ▶ Use core management techniques to drive better results
- ▶ Develop your ability to lead, motivate and inspire
- ▶ Provide strategic leadership as well as day-to-day management
- ▶ Benchmark your managerial skills
- ▶ Raise your profile in your organisation.

## Benefits for employers

- ▶ Encourage strategic thinking at this level of management to foster business improvement
- ▶ Engage middle managers with training and development

– this qualification is designed to provide clear, measurable benefits to career-minded professionals

- ▶ Customise this qualification to your development needs.

The qualifications are made up of a broad range of units covering skills in six core areas – working with people, managing yourself and personal skills, providing direction, facilitating innovation and change, achieving results, and using resources. The flexibility in unit choice allows the qualification to be tailored to meet the needs of the individual and employer.

## Progression

This qualification will provide progression opportunities to other qualifications including:

- ▶ ILM Level 5 Extended Diploma in Leadership and Management
- ▶ ILM Level 5 Diploma in Principles of Leadership and Management.

## Qualification overview

Qualification	Credit value	Structure
<b>Level 5 Award in Leadership and Management</b>	Minimum 6 credits Maximum 12 credits	<ul style="list-style-type: none"> <li>▶ One hour induction</li> <li>▶ At least three hour tutorial support</li> <li>▶ Choice of optional units from Group 1, which contains Level 5 units*</li> <li>▶ Minimum of two units from Group 1</li> <li>▶ All units must be taken from Group 1</li> </ul>
<b>Level 5 Certificate in Leadership and Management</b>	Minimum 13 credits Maximum 36 credits	<ul style="list-style-type: none"> <li>▶ Two hour induction</li> <li>▶ At least seven hour tutorial support</li> <li>▶ Choice of optional units from Groups 1 and 2, where Group 1 contains Level 5 units and Group 2 contains units at Levels 4 and 6*</li> <li>▶ Maximum of 6 credits from Group 2</li> </ul>

<b>Level 5 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 optional units from Groups 1 and 2, where Group 1 contains Level 5 units and Group 2 contains units at Levels 4 and 6*</li> <li>▶ Maximum of 18 credits from Group 2</li> </ul>
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## Rules of combination

### Award

- ▶ Minimum 6 credits, maximum 12 credits
- ▶ Minimum of two units from Group 1
- ▶ All units must be taken from Group 1

### Certificate

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

### Diploma

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

## Overview of units

### Group 1

Reference	Unit title	Level	CV*	GLH**
8607-501	Managing Improvement	5	3	8
8607-502	Making a Financial Case	5	3	14
8607-503	Developing Critical Thinking	5	4	18
8607-504	Leading Innovation and Change	5	5	24
8607-505	Managing Individual Development	5	4	18
8607-506	Managing Stress and Conflict in the Organisation	5	3	8
8607-507	Understanding the Organisational Environment	5	5	24
8607-508	Understanding Organisational Culture and Ethics	5	3	12
8607-509	Managing Customer Relations	5	3	10
8607-510	Managing for Efficiency and Effectiveness	5	4	18
8607-511	Managing Projects in the Organisation	5	4	18
8607-512	Managing Resources	5	4	12
8607-513	Managing Information	5	4	12
8607-514	Managing Recruitment	5	5	24
8607-515	Managing Work Analysis	5	3	12
8607-516	Analysing and Interpreting Statistics to Inform Management	5	2	10
8607-517	Understanding the Management of Facilities	5	2	9
8607-518	Making Professional Presentations	5	2	9
8607-519	Developing and Leading Teams to Achieve Organisational Goals and Objectives	5	4	18
8607-520	Assessing Your Own Leadership Capability and	5	6	15
8607-521	Managing Own Continuing Professional Development <i>(Certificate and Diploma only)</i>	5	15	20
8607-522	Becoming an Effective Leader	5	5	9
8607-523	Preparing to Apply Lean Production and Improvement Methodologies to Operational Problems in Service	5	8	8

8607-524	Applying Lean Production and Improvement Methodologies to Operational Problems in Service	5	11	12
8607-525	Improving and Maintaining the Organisation's Environmental Performance	5	5	14
8607-526	Managing Remote Workers	5	5	12
8607-527	Partnership Working	5	4	10
8607-528	Understanding Governance of Organisations	5	6	18
8607-529	Knowledge and Information Management	5	5	14
8607-530	Understanding the Skills, Principles and Practice of Effective Management Coaching and Mentoring	5	5	18
8607-531	Improving Own Leadership Performance Through Action Learning	5	15	36
8607-533	Managing Mental Health in the Workplace	5	3	8

## Group 2

Reference	Unit title	Level	CV*	GLH**
8607-400	Understanding the Management Role to Improve Management Performance	4	4	15
8607-401	Planning and Leading a Complex Team Activity	4	4	6
8607-402	Managing Equality and Diversity in Own Area	4	4	12
8607-403	Managing Risk in the Workplace	4	3	6
8607-404	Delegating Authority in the Workplace	4	3	3
8607-405	Developing People in the Workplace	4	5	21
8607-406	Developing Your Leadership Styles	4	4	10
8607-407	Understanding Financial Management	4	3	12
8607-408	Management Communication	4	4	18
8607-409	Managing Personal Development ( <i>Diploma only</i> )	4	15	6
8607-410	Managing the Analysis of Secondary Data	4	4	15
8607-411	Managing a Healthy and Safe Environment	4	2	9
8607-412	Managing Meetings	4	3	15
8607-413	Managing Marketing Activities	4	3	15
8607-414	Data Collection and Analysis to Justify Management	4	2	10
8607-415	Motivating People in the Workplace	4	2	6
8607-416	Solving Problems by Making Effective Decisions in the	4	3	14
8607-417	Managing and Implementing Change in the Workplace	4	6	24
8607-418	Understanding the Organisational Culture and Context	4	6	25
8607-419	Understanding Work in Contemporary Society	4	3	8
8607-420	Budgetary Planning and Control	4	3	6
8607-421	Interpreting Financial Statements to Assess Organisational Performance Using Financial Ratios	4	3	6
8607-422	Understanding the Importance of Marketing for an	4	4	6
8607-423	Using Quantitative Methods to Solve Management	4	6	10
8607-424	Understanding the Economics of the Marketplace	4	6	10

8607-425	Developing Individual Mental Toughness	4	2	5
8607-426	Understanding the Macro Economic Environment	4	7	25
8607-427	Developing a Culture to Support Innovation and	4	3	12
8607-601	Managing Operations Research	6	3	10

## Delivery Mode

We aim to provide a flexible approach to learning to ensure that learning is accessible to all. This programme is delivered in a blended approach.

**Distance learning** – learners are not required to attend sessions and will be provided with learning resources/materials to support this programme. Learners will be able to access online resources and forums for further support and will be allocated an e-coach. An e-coach will provide email and telephone support as well as scheduled tutorials to support development and assignment completion.

**Blended learning** – learners will be required to attend our five day intensive workshops. They will also be provided with all learning resources and materials. Learners will be able to access online resources and forums for further support and will be allocated an e-coach. An e-coach will provide email and telephone support as well as scheduled tutorials to support development and assignment completion. **Please call 0203 302 2024 for further details**

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# ILM Level 7 Certificate and Diploma in Leadership and Management



## Who are these qualifications for?

The ILM Level 7 Certificate and Diploma in Leadership and Management are designed for senior managers and leaders seeking to develop themselves as leaders and managers, who recognise they must satisfy various stakeholders and who want to invest in their own personal brand. They are looking to make the best use of resources, understand the need to innovate and optimise performance. They may also have to present arguments for change, construct business cases, lead change implementation and evaluate the impact of that change.

## Benefits for individuals

- ▶ Know how to use an enquiry led evidence based approach to develop your leadership and management capability
- ▶ Develop and enhance your personal brand
- ▶ Develop, implement and evaluate high-level, strategic, business cases
- ▶ Embed your leadership and management development in real work.

## Benefits for employers

- ▶ Senior leaders and managers who have the ability to think and act strategically
- ▶ Senior leaders and managers who make informed evidence based decisions

- ▶ Motivated staff who can create and maintain a high performance culture
- ▶ Senior team members who are self-aware and take responsibility for self-development.

The Certificate in Leadership and Management consists of one, flexible, mandatory unit that allows the learner to identify and work on the areas of leadership and management development specific to their own work context and of particular interest and relevance.

The Diploma in Leadership and Management consists of two additional mandatory units. The first focuses on presenting arguments for change, constructing business cases and leading change implementation, the second on the creation and maintenance of high performance cultures. The Diploma is 60 credits which is equivalent to a PG Certificate and one third of a Masters in most UK university business schools.

## Progression

Successful completion of these qualifications can lead to a range of progression options including the following:

- ▶ Entry onto university Masters programmes\*
- ▶ Eligibility for ILM Fellowship.

***\*The Diploma provides one third of the credit value towards a Masters qualification. Please check entry requirements directly with university.***

## Qualifications overview

Qualification title	Credit value	Structure
ILM Level 7 Certificate in Leadership and Management (601/2510/X)	20 credits	<ul style="list-style-type: none"> <li>▶ 2hourinduction</li> <li>▶ At least 3 hours tutorial support</li> <li>▶ One mandatory unit*</li> </ul>
ILM Level 7 Diploma in Leadership and Management	60 credits	<ul style="list-style-type: none"> <li>▶ 6hourinduction</li> <li>▶ At least 9 hours tutorial support</li> <li>▶ Three mandatory units from Group 1*</li> </ul>

### Rules of combination

#### Certificate

- ▶ One mandatory unit (creditvalue 20)

#### Diploma

- ▶ Threemandatory units (total credit value of 60)

### Overview of units

#### Group 1

Referenc	Unit title	Leve	CV*	GLH	Mandator
8617-700	Developing leadership and management capability	7	20	30	C D
8617-701	Developing a high-level business case	7	20	30	D
8617-702	Developing and maintaining a high-performance culture and optimising resources	7	20	30	D

\*Credit value. \*\*Guided learning hours. \*\*\*C=Certificate. D=Diploma.

### Delivery Mode

We aim to provide a flexible approach to learning to ensure that learning is accessible to all. This programme is delivered in a blended approach.

**Blended learning** – learners will be required to attend our five day intensive workshops. They will also be provided with all learning resources and materials. Learners will be able to access online resources and forums for further support and will be allocated an e-coach. An e-coach will provide email and telephone support as well as scheduled tutorials to support development and assignment completion. **Please call 0203 302 2024 for further details**

**In house**- we are also able to deliver this programme within companies – please call 0203 302 2024 to discuss your requirements.



# ILM Level 5 Certificate in Service Improvement

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## Who is this qualification for?

The Level 5 Certificate in Service Improvement is designed for experienced or new department heads and project leads or other middle managers in organisations adopting lean methodologies or looking for ways to improve performance and efficiency. Learners will learn to lead significant service improvements using lean methods.

## Benefits for individuals

- ▶ Analyse and evaluate lean production and improvement methods
- ▶ Create a project proposal using lean methods to improve a service in your organisation
- ▶ Implement the service improvement project, with appropriate controls
- ▶ Evaluate and report on the success of the project.

## Benefits for employers

- ▶ Managers with an advanced understanding of lean production methods to maximise value to customers and minimise waste

- ▶ Support a culture of continuous improvement in your organisation
- ▶ Transfer of skills to the workplace through the implementation of an action learning programme.

This qualification comprises two units. The first unit develops learners' understanding of lean production methods and techniques, and takes them through the process of identifying a potential service improvement and planning an improvement project based on lean methods. The second unit helps them to implement the project plan, establish controls, and monitor and review the service improvement.

## Progression

Successful learners have the option to progress to a range of other qualifications including:

- ▶ ILM Level 5 Diploma or Extended Diploma in Leadership and Management
- ▶ ILM Level 5 Diploma in Principles of Leadership and Management.

## Qualification overview

Qualification title	Credit value	Structure
<b>Level 5 Certificate in Service</b>	19 credits	<ul style="list-style-type: none"> <li>▶ Two hour induction</li> <li>▶ At least three hour tutorial support</li> <li>▶ Two mandatory units*</li> </ul>

## Rules of combination

- ▶ Two mandatory units (total credit value of 19)

## Overview of units

Referenc	Unit title	Lev	CV*	GLH
8758-500	Preparing to Apply Lean Production and Improvement Methodoloaies to Operational Problems in Service Delivery	5	8	8
8758-501	Applying Lean Production and Improvement Methodologies to Operational Problems in Service Delivery	5	11	12

\*Credit value. \*\*Guided learning hours.

## Delivery Mode

We aim to provide a flexible approach to learning to ensure that learning is accessible to all. This programme is delivered in a blended approach.

**Blended learning** – learners will be required to attend our five day intensive workshops. They will also be provided with all learning resources and materials. Learners will be able to access online resources and forums for further support and will be allocated an e-coach. An e-coach will provide email and telephone support as well as scheduled tutorials to support development and assignment completion. **Please call 0203 302 2024 for further details**

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# ILM Level 5 Award

## in Staff and Organisation Development Practice

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### Who is this qualification for?

This qualification is aimed at experienced practitioners working in staff and organisation development. It is designed to help learners understand and evaluate their professional skills and standards, and deepen their theoretical knowledge. Learners will also have the opportunity to improve their practice—from identifying training needs to implementing and evaluating training interventions.

### Benefits for individuals

- ▶ Understand and appraise your own professional skills and standards
- ▶ Evaluate your work against recognised quality standards and benchmarks
- ▶ Build your understanding of learning styles and appropriate development activities
- ▶ Identify your clients' development and training objectives
- ▶ Develop and implement appropriate training interventions
- ▶ Evaluate and critically review the outcomes of training.

### Benefits for employers

- ▶ Staff with defined CPD plans and activities
- ▶ Knowledge and skills that meet benchmarks and professional standards

- ▶ Staff who can develop and implement training that is appropriate for different clients and organisations.

There are two mandatory units in this qualification. The first is 'Developing and evaluating practitioners skills in training and education'. This covers understanding learning styles, understanding and using quality standards, being able to support the learning of others and work effectively on the learner's own professional development. The second unit, 'Working as a developer in training and education', will develop their skills as a practitioner, from identifying client development needs to implementing solutions and reviewing outcomes.

### Progression

Successful completion of these qualifications can lead to a range of progression options at a suitable level within or outside the Qualifications and Credit Framework including the following:

- ▶ ILM Level 5 Certificate or Diploma in Action Learning Facilitation
- ▶ ILM Level 7 Certificate or Diploma in Executive Coaching and Mentoring.

## Qualification overview

Qualification title	Credit value	Structure
Level 5 Award in and Development Practice	8 credits	<ul style="list-style-type: none"><li>▶ Two hour induction</li><li>▶ At least four hours tutorial support</li><li>▶ Two mandatory units*</li></ul>

\*Refer to table overleaf for unit details

## Rules of combination

▶ Two mandatory units (total credit value of 8)

## Overview of units

Reference	Unit title	Level	CV*	GLH**
8338-500	Developing and Evaluating Practitioner Skills in Training and Education	5	4	12
8338-501	Working as a Developer in Training and Education	5	4	12

\*Credit value. \*\*Guided learning hours.

## Delivery Mode

We aim to provide a flexible approach to learning to ensure that learning is accessible to all.

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