



# Educ8 Leadership and Management

Apprenticeship (NVQ/QCF) Levels 2, 3, 4 and 5



# Educ8 provides the following Leadership and Management Qualifications...

## Team Leading Level 2

On completion of the Apprenticeship framework, candidates will receive the following certificates:

- ILM Level 2 Diploma in Team Leading
- Essential Skills: Communication Level 1
- Essential Skills: Application of Number Level 1
- Essential Skills: Digital Literacy Level 1
- Level 2 Apprenticeship in Team Leading

## Management Level 3

On completion of the Apprenticeship framework, candidates will receive the following certificates:

- ILM Level 3 Diploma in Management
- Essential Skills: Communication Level 2
- Essential Skills: Application of Number Level 2
- Essential Skills: Digital Literacy Level 2
- Level 3 Apprenticeship in Management

## Principles of Leadership and Management Level 4

ILM Levels 4 and 5 are available on a fully funded basis to individuals who are in suitable job roles. On completion of the Apprenticeship framework, candidates will receive the following certificates:

- ILM Level 4 Diploma in Principles of Leadership & Management
- Essential Skills: Communication Level 2
- Essential Skills: Digital Literacy Level 2
- Essential Skills: Application of Number Level 2
- Level 4 Apprenticeship in Principles of Leadership and Management

## Principles of Leadership and Management Level 5

On completion of the Apprenticeship framework, candidates will receive the following certificates:

- ILM Level 5 Diploma in Principles of Leadership & Management
- Essential Skills: Communication Level 2
- Essential Skills: Digital Literacy Level 2
- Essential Skills: Application of Number Level 2
- Level 5 Apprenticeship in Principles of Leadership and Management

## Timeframes

The time it takes to complete the framework depends entirely on your commitment and motivation to complete the required tasks. Generally, learners complete within 12-15 months. Our high quality assessors provide individuals with all the support they need to achieve.

# Level 2 Team Leading

To achieve the Level 2 Diploma Team Leading, candidates must achieve all of the following:

Unit Title	Unit	Credit
Manage personal performance and development	M&L1	4
Communicate work-related information	M&L4	4
Lead and manage a team	M&L5	5
Principles of team leading	M&L6	5
Understand business	M&L8	4

Learners must also select 12 credits from optional group B:

Unit Title	Unit	Credit
Develop working relationships with colleagues	M&L2	3
Contribute to meetings in a business environment	M&L3	3
Principles of equality & diversity in the workplace	M&L7	2
Promote equality, diversity & inclusion in the workplace	M&L10	3
Manage team performance	M&L11	4
Manage individuals' performance	M&L12	4
Chair and lead meetings	M&L14	3
Encourage innovation	M&L16	4
Manage conflict within a team	M&L17	5
Procure products and/or services	M&L18	5
Collaborate with other departments	M&L21	3
Participate in a project	M&L23	3

In addition, they can select a maximum of 6 credits from optional group C:

Unit Title	Unit	Credit
Health & safety procedures in the workplace	CFAQ3	2
Store and retrieve information	B&A16	4
Handle mail	B&A18	3
Employee rights and responsibilities	B&A39	2
Deliver customer service	CS7	5
Understand customers	CS8	2
Resolve customer service problems	CS17	5
Negotiate in a business environment	B&A42	4
Develop a presentation	B&A43	3
Deliver a presentation	B&A44	3
Resolve customers' complaints	CS31	4

# Level 3 Management



To achieve the Level 3 Diploma Management, candidates must achieve all of the following units:

Unit Title	Unit	Credit
Manage personal and professional development	M&L9	3
Manage team performance	M&L11	4
Principles of leadership and management	M&L15	8
Principles of people management	M&L24	6
Principles of business	B&A59	10

Learners must also complete a minimum of 24 credits from groups B and C  
(at least 17 of which must be from group B):

Unit Title	Unit	Credits	Unit Title	Unit	Credits
Promote equality, diversity and inclusion in the workplace	M&L10	3	Encourage learning and development	M&L28	3
Manage individuals' performance	M&L12	4	Discipline and grievance management	M&L31	3
Manage individuals' development in the workplace	M&L13	3	Develop working relationships with stakeholders	M&L 32	4
Chair and lead meetings	M&L14	3	Manage physical resources	M&L 34	4
Encourage innovation	M&L16	4	Manage the impact of work activities on the environment	M&L 35	4
Manage conflict within a team	M&L17	5	Prepare for and support quality audits	M&L 36	3
Procure products and/or services	M&L18	5	Conduct quality audits	M&L 37	3
Implement change	M&L19	5	Manage a budget	M&L 38	4
Implement and maintain business continuity plans and processes	M&L20	4	Manage a project	M&L 40	7
Collaborate with other departments	M&L21	3	Manage a business risk	M&L 41	6
Support remote or virtual teams	M&L22	4	Manage knowledge in an organisation	M&L 42	5
Participate in a project	M&L23	3	Recruitment, selection and induction practice	M&L 43	6
Develop and maintain professional networks	M&L25	3	Manage redundancy and redeployment	M&L 44	6
Develop and implement an operational plan	M&L27	5			

A maximum of 7 credits can be selected from group C:

Unit Title	Unit	Credits	Unit Title	Unit	Credits
Buddy a colleague to develop their skills	B&A35	3	Resolve customers' complaints	CS31	4
Contribute to the improvement of business performance	B&A41	6	Gather, analyse and interpret customer feedback	CS32	5
Negotiate in a business environment	B&A42	4	Employee rights and responsibilities	B&A39	2
Develop a presentation	B&A43	3	Health and safety procedures in the workplace	CFAQ3	2
Deliver a presentation	B&A44	3	Manage events	B&A69	6
Contribute to the development and implementation of an information system	B&A46	6	Review the quality of customer service	CS36	4
Resolve customer service problems	CS30	4			

# Level 4 ILM Management



Candidates must achieve all of the following mandatory units:

Unit Title	Credit	Unit	Unit Title	Credit	Unit
Understanding the management role to improve management performance	4	8625-400	Manage personal and professional development	3	8622-300
Planning and leading a complex team activity	4	8625-401	Provide leadership and management	5	8622-400
Managing personal development	15	8625-409	Develop and implement an operational plan	5	8622-401
Managing & implementing change in the workplace	6	8625-417	Develop working relationships with stakeholders	4	8622-402
Understanding and developing relationships in the workplace	2	8625-334	Manage own continuing professional development	15	8625-521

Candidates must also select a minimum of 20 credits from Group 2:

Unit Title	Credit	Unit	Unit Title	Credit	Unit
Develop and maintain professional networks	3	8622-403	Promote equality, diversity & inclusion in workplace	3	8622-305
Encourage learning and development	3	8622-404	Manage team performance	3	8622-301
Initiate and implement operational change	4	8622-405	Manage individuals' performance	4	8622-306
Discipline and Grievance Management	3	8622-406	Manage individuals' development	3	8622-307
Manage a tendering process	4	8622-407	Chair and lead meetings	4	8622-308
Manage physical resources	4	8622-408	Encourage innovation	4	8622-309
Manage the impact of work activities on the environment	4	8622-409	Manage conflict within a team	4	8622-310
Prepare for and support quality audits	3	8622-410	Procure products/services	3	8622-311
Conduct quality audits	3	8622-411	Implement and maintain business continuity plans	3	8622-313
Manage a budget	4	8622-412	Collaborate with other departments	4	8622-314
Manage a project	7	8622-413	Support remote or virtual teams	7	8622-315
Manage business risk	6	8622-414	Contribute to the development of a strategic plan	6	8622-500
Manage knowledge in an organisation	5	8622-415	Design business processes	5	8622-501
Recruitment, selection and induction practice	6	8622-416	Develop and manage collaborative relationships with other organisations	6	8622-505
Manage redundancy and redeployment	6	8622-417	Optimise the use of technology	6	8622-506
Manage product and/or service development	5	8622-507			

Candidates must also select a maximum of 16 credits from Group 3:

Unit Title	Credit	Unit	Unit Title	Credit	Unit
Contribute to the design and development of an information system	5	8622-419	Contribute to the improvement of business performance	6	8622-317
Manage health & safety in own area of responsibility	5	8622-418	Negotiate in a business environment	4	8622-318
Manage information systems	6	8622-420	Resolve customers' problems	4	8622-322
Manage events	6	8622-421	Resolve customers' complaints	4	8622-323
Manage customer service operations	7	8622-422	Analyse competitor activity	3	8622-325
Review the quality of customer service	4	8622-423	Developing sales proposals	5	8622-424
Prioritising information for sales planning	3	8622-425			

# Level 5 ILM Management



Candidates must achieve all of the following mandatory units:

Unit Title	Credit	Unit	Unit Title	Credit	Unit
Understanding the management role to improve management performance	4	8625-400	Managing own continuing professional development	15	8610-521
Managing improvement	3	8610-501	Contribute to the development of strategic plan	5	8623-500
Making a financial case	3	8610-502	Design business processes	5	8623-501
Developing critical thinking	4	8610-503	Manage strategic change	7	8623-502
Leading innovation and change	5	8610-504	Provide leadership and management	5	8623-400
Managing information	4	8610-513			

Candidates must also select a minimum of 20 credits from Group 2:

Unit Title	Credit	Unit	Unit Title	Credit	Unit
Establish risk management processes	5	8623-503	Manage impact of work activities on the environment	4	8623-409
Promote equality of opportunity, diversity & inclusion	5	8623-504	Prepare for and support quality audits	3	8623-410
Develop and manage collaborative relationships with other organisations	5	8623-505	Conduct quality audits	3	8623-411
Optimise the use of technology	6	8623-506	Manage a budget	4	8623-412
Manage product and/or service development	5	8623-507	Manage a project	7	8623-413
Manage strategic marketing activities	7	8623-508	Manage business risk	6	8623-414
Develop and maintain professional networks	3	8623-403	Manage knowledge in an organisation	5	8623-415
Develop and implement and operational plan	5	8623-401	Recruitment, selection and induction practice	6	8623-416
Encourage learning and development	3	8623-404	Manage redundancy and redeployment	6	8623-417
Discipline and grievance management	3	8623-406	Lead the development of a knowledge management strategy	7	8623-708
Develop working relationships with stakeholders	4	8623-402	Lead the development of a quality strategy	4	8623-709
Manage a tendering process	4	8623-407	Lead the development of a continuous improvement strategy	5	8623-710
Manage physical resources	4	8623-408			

Candidates must also select a maximum of 16 credits from Group 3:

Unit Title	Credit	Unit	Unit Title	Credit	Unit
Manage health & safety in own area of responsibility	5	8623-418	Manage customer service operations	7	8623-422
Contribute to the design and development of an information system	5	8623-419	Review the quality of customer service	4	8623-423
Manage information systems	6	8623-420	Developing sales proposals	5	8623-424
Manage events	6	8623-421	Prioritising information for sales planning	3	8623-425

# Before you apply.

You might find the following information helpful before making your application.

## Delivery Methods

You will be allocated a qualified and competent Assessor who will visit you in the workplace on a monthly basis to conduct observations of your work and set you tasks to complete. Assessor visits last approximately 2 hours per session.

Learners may also be required to attend workshops to cover some of the knowledge units within their qualification but these will be planned in advance.

## Recognition of Prior Learning (RPL)

If you have previously completed any work-based qualifications or units, any relevant work (evidenced by copies of certificates) can be mapped across to this qualification to avoid duplication of work. Your allocated Assessor will go through RPL with you in more depth during your induction.

## E-Portfolio

To help you manage your course we use an online portfolio system called Smart Assessor which allows you to log on and see how you are progressing. Smart Assessor also allows you to upload evidence and interact with your Assessor in-between visits. You can access Smart Assessor at any time and submit queries, questions or even work for your Assessor to review.

## Essential Skills

Welsh Government is committed to raising the levels of Essential Skills across Wales. Therefore, Communication, Digital Literacy and Application of Number qualifications are an integral element to the funded Apprenticeship frameworks. These are usually delivered via workshops at one of Educ8's centres and will be planned well in advance.

*\*N.B If you have completed Essential Skills previously or are able to provide other suitable proxies, you may be exempt from completing these qualifications.*



Our Managers have been undergoing an ILM Level 4 programme with Educ8 for the past few months and feedback has been great. The Tutor is great fun whilst providing lots of food for thought for the guys. Very impressed so far - thanks!

**Gareth Williams** - Commercial Manager at Nuaire Ltd.

---


**Get in Touch!**

**educ8training.co.uk**

 01443 749011

 enquiries@educ8training.co.uk

 @Educ8\_Wales

 Educ8 Training

---

