# ILM Level 3
# Management

Our combined knowledge and competency based qualification is perfect if you are taking your first step into line management or already have some responsibilities.

**Benefits for the learner**
- Develop your skills and knowledge
- Obtain an in-depth understanding of what is expected of a manager
- Manage your team effectively
- Achieve a recognised qualification
- Access a wealth of resources through Moodle - our online learning platform
- Receive a minimum of 12 months membership to the Institute of Leadership & Management

**Benefits for the employer**
- Develop first-line managers with proven competence in the role
- Range of optional units to tailor the qualification to your business needs
- Promote a culture of learning and development
- A strong focus on workplace performance, to deliver well-rounded managers

**What you willl study**
You will study five mandatory units. The first looks at personal and professional development, helping you identify your skills gaps and how to fulfil them. The second develops practical team management skills. The three remaining mandatory units go into the theory behind people management, leadership and business. We will work with you and your employer to identify the best optional units for your role and the business.

# Essential Skills

Welsh Government is committed to raising the levels of Essential Skills across Wales. Communication, Digital Literacy and Application of Number qualifications are an integral element to the funded apprenticeship frameworks.

These are usually delivered through workshops at one of our centres and will be planned well in advance. If you have completed Essential Skills previously or are able to provide suitable evidence, such as GCSE certificates or similar, you may be exempt from completing this element of the qualification.

| Essential Skills | |
| --- | --- |
| Learners will need to complete: | |
| Application of Number | Level 2 |
| Digital Literacy | Level 2 |
| Communication | Level 2 |

# Qualification Overview

To achieve the ILM Level 3 Management qualification, you must complete:

• Two hour induction
• Essential Skills in Application of Number, Communication and Digital Literacy at Level 2
• NVQ Level 3 In Management (total of 55 credits)
• The qualification will take 15 months to complete

# Overview of units
## Mandatory

| Reference | Unit Title | Level | Credit Value | Guided Hours |
| --- | --- | --- | --- | --- |
| 8620-300 | Manage personal performance and development | 3 | 3 | 12 |
| 8620-301 | Manage team performance | 3 | 4 | 21 |
| 8620-302 | Principles of leadership and management | 3 | 8 | 50 |
| 8620-303 | Principles of people management | 3 | 6 | 34 |
| 8620-304 | Principles of business | 3 | 10 | 74 |

## Optional Units - Group 1

| Reference | Unit Title | Level | Credit Value | Guided Hours |
| --- | --- | --- | --- | --- |
| 8621-305 | Promote equality, diversity and inclusion in the workplace | 3 | 3 | 15 |
| 8621-306 | Manage individuals' performance | 3 | 4 | 20 |
| 8621-307 | Manage individuals' development in the workplace | 3 | 3 | 10 |
| 8621-308 | Chair and lead meetings | 3 | 3 | 10 |
| 8621-309 | Encourage innovation | 3 | 4 | 14 |
| 8621-310 | Manage conflict within a team | 3 | 5 | 25 |
| 8621-311 | Procure products and/or services | 3 | 5 | 35 |
| 8621-312 | Implement change | 3 | 5 | 28 |
| 8621-313 | Implement and maintain business continuity plans and processes | 3 | 4 | 25 |
| 8621-314 | Collaborate with other departments | 3 | 3 | 14 |
| 8621-315 | Support remote or virtual teams | 3 | 4 | 18 |
| 8621-316 | Participate in a project | 3 | 3 | 19 |
| 8621-403 | Develop and maintain professional networks | 4 | 3 | 15 |

## Optional Units - Group 1 (continued)

| Reference | Unit Title | Level | Credit Value | Guided Hours |
|-----------|-----------|-------|-------------|-------------|
| 8621-401 | Develop and implement an operational plan | 4 | 5 | 24 |
| 8621-404 | Encourage learning and development | 4 | 3 | 16 |
| 8621-406 | Discipline and grievance management | 4 | 3 | 26 |
| 8621-402 | Develop working relationships with stakeholders | 4 | 4 | 20 |
| 8621-408 | Manage physical resources | 4 | 4 | 26 |
| 8621-409 | Manage the impact of work activities on the environment | 4 | 4 | 30 |
| 8621-410 | Prepare for and support quality audits | 4 | 3 | 17 |
| 8621-411 | Conduct quality audits | 4 | 3 | 21 |
| 8621-412 | Manage a budget | 4 | 4 | 26 |
| 8621-413 | Manage a project | 4 | 7 | 38 |
| 8621-414 | Manage business risk | 4 | 6 | 27 |
| 8621-415 | Manage knowledge in an organisation | 4 | 5 | 34 |
| 8621-416 | Recruitment, selection and induction practice | 4 | 6 | 33 |
| 8621-417 | Manage redundancy and redeployment | 4 | 6 | 39 |

## Optional Units - Group 2

| Reference | Unit Title | Level | Credit Value | Guided Hours |
|-----------|-----------|-------|-------------|-------------|
| 8621-215 | Buddy a colleague to develop their skills | 2 | 3 | 19 |
| 8621-317 | Contribute to the improvement of business performance | 3 | 6 | 33 |
| 8621-318 | Negotiate in a business environment | 3 | 4 | 18 |
| 8621-319 | Develop a presentation | 3 | 3 | 11 |
| 8621-320 | Deliver a presentation | 3 | 3 | 17 |
| 8621-321 | Contribute to the development and implementation of an information system | 3 | 6 | 21 |
| 8621-322 | Resolve customers' problems | 3 | 4 | 19 |
| 8621-323 | Resolve customers' complaints | 3 | 4 | 22 |
| 8621-324 | Gather, analyse and interpret customer feedback | 3 | 5 | 24 |
| 8621-211 | Employee rights and responsibilities | 2 | 2 | 16 |
| 8621-208 | Health and safety procedures in the workplace | 2 | 2 | 16 |
| 8621-421 | Manage events | 4 | 6 | 49 |
| 8621-423 | Review the quality of customer service | 4 | 4 | 20 |

## Progression

On completion, you could progress to:
• ILM Level 4 NVQ Diploma in Management
• ILM Level 5 NVQ Diploma in Management