



ILM Level 4 Management

Suitable for those moving into middle management. You will still have responsibility for operational processes but will be more removed from day to day line management. Our qualification develops the skills to take on higher level responsibilities like planning and implementing change.

Benefits for the learner

- Develop your core leadership skills
- Practice the skills to plan and implement an operational plan
- Improve your working relationships
- Achieve a recognised qualification
- Access to 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 middle managers with proven skills in operational management
- Managers who can assess and manage their personal and professional development
- Range of optional units to tailor the qualification to your business needs
- Promote a culture of organisational learning and development
- Our qualifications have a strong focus on workplace performance, to deliver well-rounded managers

What you will study

You will study four mandatory units. The first unit looks at personal and professional development, helping you identify your development needs and how to fulfil them. The second unit delves into the theory of leadership and the practical application of how to inspire and engage people. In the third unit learn how to develop and implement an operational plan. The final unit helps you develop your working relationships with key stakeholders. We will work with you and your employer to find the best-fit from the optional units offered in the qualification.



INVESTORS IN PEOPLE™
We invest in people Platinum

City & Guilds
A City & Guilds Group 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 4 in Management and Leadership, you must complete:

- Two hour induction
- Essential Skills in Application of Number, Communication and Digital Literacy at Level 2
- NVQ Level 4 in Management (total of 53 credits)
- VRQ Level 4 in The Principles of Leadership and Management (total of 37 credits)
- The qualification will take 14 months to complete

Overview of VRQ units

Mandatory

Reference	Unit Title	Level	Credit Value	Guided Hours
8625-400	Understanding the management role to improve management performance	4	4	15
8625-401	Planning and leading a complex team activity	4	4	6
8625-409	Managing personal development	4	15	6
8625-417	Managing & implementing change in the workplace	4	6	34
8625-334	Understanding and developing relationships in the workplace	3	2	8

Overview of NVQ units

Mandatory

Reference	Unit Title	Level	Credit Value	Guided Hours
8622-300	Manage personal and professional development	3	3	12
8622-400	Provide leadership and management	4	5	28
8622-401	Develop and implement an operational plan	4	5	24
8622-402	Develop working relationships with stakeholders	4	4	20

Optional Units - Group 1

Reference	Unit Title	Level	Credit Value	Guided Hours
8622-403	Develop and maintain professional networks	4	3	15
8622-404	Encourage learning and development	4	3	16
8622-405	Initiate and implement operational change	4	4	19
8622-406	Discipline and grievance management	4	3	26
8622-407	Manage a tendering process	4	4	21
8622-408	Manage physical resources	4	4	26
8622-409	Manage the impact of work activities on the environment	4	4	30
8622-410	Prepare for and support quality audits	4	3	17
8622-411	Conduct quality audits	4	3	21
8622-412	Manage a budget	4	4	26
8622-413	Manage a project	4	7	38
8622-414	Manage business risk	4	6	27
8622-415	Manage knowledge in an organisation	4	5	34
8622-416	Recruitment, selection and induction practice	4	6	33
8622-417	Manage redundancy and redeployment	4	6	39
8622-305	Promote equality, diversity and inclusion in the workplace	3	3	15
8622-301	Manage team performance	3	4	21
8622-306	Manage individuals' performance	3	4	20
8622-307	Manage individuals' development in the workplace	3	3	10
8622-308	Chair and lead meetings	3	3	10
8622-309	Encourage innovation	3	4	14
8622-310	Manage conflict within a team	3	5	25
8622-311	Procure products and/or services	3	5	25
8622-313	Implement and maintain business continuity plans and processes	3	4	25
8622-314	Collaborate with other departments	3	3	14
8622-315	Support remote or virtual teams	3	4	18
8622-500	Contribute to the Development of a Strategic Plan	5	5	31
8622-501	Design business processes	5	5	23
8622-505	Develop and manage collaborative relationships with other organisations	5	5	28
8622-506	Optimise the use of technology	5	6	29
8622-507	Manage product and/or service development	5	5	23

Optional Units - Group 2

Reference	Unit Title	Level	Credit Value	Guided Hours
8622-418	Manage health and safety in own area of responsibility	4	5	15
8622-419	Contribute to the design and development of an information system	4	5	23
8622-420	Manage information systems	4	6	30
8622-421	Manage events	4	6	49
8622-422	Manage customer service operations	4	7	23
8622-423	Review the quality of customer service	4	4	20
8622-317	Contribute to the improvement of business performance	3	6	33
8622-318	Negotiate in a business environment	3	4	18
8622-322	Resolve customers' problems	3	4	19
8622-323	Resolve customers' complaints	3	4	22
8622-424	Developing sales proposals	4	5	30
8622-425	Prioritising information for sales planning	4	3	20

Progression

On completion, you could progress to:

- ILM Level 5 NVQ Diploma in Management and Leadership

