

ILM Level 3

Qualifications in Leadership and Management



Who are these qualifications for?

These qualifications 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 these qualifications, 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 qualifications 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 | Total qualification time | Structure |
|--|--|--------------------------|--|
| Level 3 Award in Leadership and Management QAN: 600/5934/5 | Minimum 4 credits Maximum 12 credits | 40 hours | <ul style="list-style-type: none"> ● One hour induction ● At least two hours tutorial support ● All units must be taken from Group 1* ● Minimum two units |
| Level 3 Certificate in Leadership and Management QAN: 600/5961/8 | Minimum 13 credits Maximum 36 credits | 130 hours | <ul style="list-style-type: none"> ● Two hour induction ● At least four hours tutorial support ● 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* ● Maximum of 6 credits from Group 2 |
| Level 3 Diploma in Leadership and Management QAN: 600/5964/3 | Minimum 37 credits | 370 hours | <ul style="list-style-type: none"> ● Two hour induction ● At least seven hours tutorial support ● 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* ● Maximum of 18 credits from Group 2 |

*Refer to table below 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

APL of expired units

8600-339 Level 3 Understanding Good Practice in Workplace Coaching (3 credits) UAN ref: A/503/9561

8600-340 Level 3 Understanding Good Practice in Mentoring within an Organisational Context (3 credits) UAN ref: T/503/9610

Please note any new learners registered from 1 July 2020 must complete the current unit(s) as follows: 359 **not** 339 and 361 **not** 340.

Any learner who has already achieved 339 or 340 or who is on programme but was registered prior to 1 July 2020 may claim 339 or 340 as APL.

Overview of units

Group 1

| Reference | Unit title | Level | CV* | GLH** | eWorkbook† |
|-----------|---|-------|-----|-------|------------|
| 8600-300 | Solving Problems and Making Decisions | 3 | 2 | 9 | |
| 8600-301 | Understanding Innovation and Change in an Organisation e | 3 | 2 | 9 | WB7 |
| 8600-302 | Planning Change in the Workplace e | 3 | 2 | 9 | WB7 |
| 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 e | 3 | 2 | 4 | WB14 |
| 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 e | 3 | 1 | 4 | WB6 |
| 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 e | 3 | 2 | 7 | WB9 |
| 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 e | 3 | 2 | 7 | WB3 |
| 8600-324 | Understanding Costs and Budgets in an Organisation e | 3 | 1 | 7 | WB10 |
| 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 e | 3 | 1 | 6 | WB13 |
| 8600-328 | Understand How to Lead Effective Meetings e | 3 | 2 | 4 | WB5 |
| 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 | |
| 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 | |
| 8600-341 | Leading and Motivating a Team Effectively | 3 | 2 | 7 | |
| 8600-342 | Developing Own Leadership Capability Using Action Learning (Diploma only) | 3 | 10 | 30 | |
| 8600-343 | Understanding Mental Health in the Workplace | 3 | 2 | 5 | |
| 8600-359 | Understanding Good Practice in Coaching within an Organisational Context | 3 | 3 | 9 | |
| 8600-361 | Understanding Good Practice in Mentoring within an Organisational Context | 3 | 3 | 9 | |

*Credit value **Guided learning hours †ILM eWorkbooks are available to support unit delivery

Group 2

| Reference | Unit title | Level | CV* | GLH** | eWorkbook |
|-----------|---|-------|-----|-------|-----------|
| 8600-200 | Developing Yourself as a Team Leader | 2 | 1 | 6 | |
| 8600-201 | Improving Performance of the Work Team e | 2 | 1 | 6 | WB3 |
| 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 e | 2 | 2 | 8 | WB7 |
| 8600-210 | Maintaining a Healthy and Safe Working Environment | 2 | 1 | 8 | |
| 8600-211 | Diversity in the Workplace e | 2 | 1 | 6 | WB2 |
| 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 | 2 | 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 e | 4 | 4 | 12 | WB2 |
| 8600-403 | Managing Risk in the Workplace e | 4 | 3 | 6 | WB11 |
| 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 | |

*Credit value **Guided learning hours †ILM eWorkbooks are available to support unit delivery

eWorkbooks

We offer a range of eWorkbooks on essential leadership and management topics. These interactive resources provide good coverage of the unit learning outcomes, with highly engaging activities that support the learning process and prepare learners to undertake the formal unit assessment.

The following eWorkbooks are available to support delivery of units highlighted with **e** within this qualification:

- WB2 Managing inclusively
- WB3 Managing staff performance
- WB5 Managing meetings
- WB6 Managing team conflicts
- WB7 Managing change
- WB9 Managing projects
- WB10 Managing budgets
- WB11 Managing risk
- WB13 Managing negotiations
- WB14 Managing presentations

Find out more: www.i-l-m.com/eworkbooks

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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All ILM qualifications are awarded by the City and Guilds of London Institute, which was founded in 1878 and is incorporated by Royal Charter.

Learning resources

There is a range of materials available to support ILM qualifications through our online portal, Walled Garden, and the ILM website. Contact us to find out more.

Institute of Leadership & Management membership

All ILM learners receive a minimum of 12 months membership of the Institute of Leadership & Management, bringing access to a wealth of resources to support their leadership development.

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.