



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 management 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 will 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.



INVESTORS IN PEOPLE™
We invest in people Platinum



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