



## ILM Level 3

# Diploma for Operational Leaders and Managers

### Who is this qualification for?

Active or aspirational Operational and Departmental Managers who must manage teams and projects to achieve operational/ departmental goals and objectives, as part of the delivery of the organisation's strategy. Responsibilities include financial and resource management. They are accountable to a more senior manager or business owner.

If this qualification is undertaken as part of an apprenticeship, learners must be active in an Operational or Departmental Manager role.

### Benefits for individuals

- Drive your own personal and professional development to ensure performance and growth
- Develop strong communication skills, which build effective relationships and enables results
- Develop your skills in managing individuals and teams while empowering others to succeed in their individual roles and shared objectives
- Develop your communication business planning skills to effectively share strategy and plans.

### Benefits for employers

- Target and develop Operational or Departmental Leadership and Management learning and development needs in complete alignment with the latest occupational/ apprenticeship standards defined by employers
- Maximise candidates' confidence and readiness for end-point assessment (EPA) if undertaking the Operational or Departmental Manager Apprenticeship
- Recognise achievement with ILM digital credentials.

### Progression

This qualification supports learner progression onto the following ILM/ City & Guilds qualifications:

- Level 3 Award & Certificate in Effective Coaching/ Mentoring
- Level 5 Certificate & Diploma in Effective Coaching and Mentoring
- Level 6 Award & Diploma in Management
- Level 7 Diploma for Senior Leaders
- Level 7 Certificate & Diploma for Executive and Senior Level Coaches and Mentors.

Higher level apprenticeships could also be accessed at Levels 6 and 7.

## Qualification overview

### Qualification title

Level 5 Diploma for Operational Leaders and Managers

### Total qualification time (hours)

471

### Structure

7 units, all mandatory

## Overview of units

To achieve the Level 5 Diploma for Operational Leaders and Managers, learners must pass all seven units.

Unit number	Unit title	Level	GLH*
8421-520	Personal and Professional Development	5	48
8421-521	Communication Skills	5	47
8421-522	Managing Teams	5	66
8421-523	Business Planning	5	47
8421-524	Operational Planning and Management	5	54
8421-525	Financial Practices	5	30
8421-526	Project Planning	5	50

\*Guided learning hours

## Unit route

Individual units can be undertaken and certificated. Learners will receive a unit certificate for each unit they successfully complete. In order to achieve the full diploma, all units must be completed.

## Assessment

Assessment is by portfolio or assignment.

## e-workbooks

A complete suite of up-to-date e-workbooks are available for all units to support the on-programme teaching and learning.

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### 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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**E** [customer@i-l-m.com](mailto:customer@i-l-m.com)

Or visit our website [i-l-m.com](http://i-l-m.com)

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### 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 to 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.

