ILM Level 4

Qualifications in Leadership and Management

Who are these qualifications for?

The Level 4 Award, Certificate or Diploma in Leadership and Management are designed for new and aspiring middle managers. These qualifications help learners to really get to grips with their role, gain comprehensive business knowledge, and develop the technical skills they need to lead effectively at this level.

Benefits for individuals

- Consolidate your management skills and experience
- Build knowledge of specialist business areas such as finance and marketing
- Develop the capabilities and personal awareness you need to be a leader
- Accredit your experience with nationally recognised qualifications.

Benefits for employers

- Middle managers with an advanced understanding of their role and function in your organisation
- Managers who can assess and improve their own leadership styles and behaviours
- Flexible choice of units – customise these qualifications to close skills gaps in your organisation.

Each unit in this qualification focuses on a specific set of skills and knowledge in six broad areas – working with people, managing yourself and personal skills, providing direction, facilitating innovation and change, achieving results, and using resources. Employers can work with learners to find the units that best fit individual and organisational requirements.

Progression

These qualifications will provide progression opportunities to other qualifications such as:
- ILM Level 5 Award or Certificate in Leadership and Management.

ilm
Leadership without limits

Qualification overview

Qualification title	Credit value	Total qualification time	GLH	Structure
Level 4 Award in Leadership and Management QAN: 600/5851/1	Minimum 5 credits Maximum 12 credits	50 hours	9	• Two hour induction • At least two hours tutorial support • Minimum of two units from Group 1 • All units must be taken from Group 1
Level 4 Certificate in Leadership and Management QAN: 600/5932/1	Minimum 13 credits Maximum 36 credits	130 hours	19	• Two hour induction • At least two hours tutorial support • Minimum of 7 credits from Group 1 • Maximum of 6 credits from Group 2
Level 4 Diploma in Leadership and Management QAN: 600/5931/X	37 credits	370 hours	34	• Three hour induction • At least four hours tutorial support • Choice of optional units from Groups 1 and 2* • Maximum of 18 credits from Group 2

*Refer to table below for unit details

Rules of combination

Award
• Minimum 5 credits, maximum 12 credits
• Minimum of two units from Group 1
• All units must be taken from Group 1

Certificate
• Minimum 13 credits, maximum 36 credits
• Minimum of 7 credits from Group 1
• Maximum of 6 credits from Group 2

Diploma
• Total credit value of 37
• Choice of units from Groups 1 and 2
• Maximum of 18 credits from Group 2

APL of expired units

8605-339 Level 3 Understanding Good Practice in Workplace Coaching (3 credits) UAN ref: A/503/9561

8605-340 Level 3 Understanding Good Practice in Workplace Mentoring (3 credits) UAN ref: T/503/9610

8605-530 Level 5 Understanding the Skills, Principles and Practice of Effective Management, Coaching and Mentoring (5 credits) UAM ref: L/503/9614

Please note any new learners registered from 1 July 2020
must complete the current unit(s) as follows: 359 not 339; 361 not 340; 550 not 530.
Any learner who has already achieved 339, 340 or 530 or who is on programme but was registered prior to 1 July 2020 may claim 339, 340 or 530 as APL.

Overview of units

Group 1

Reference	Unit title	Level	CV*	GLH**	eWorkbook†
8605-400	Understanding the Management Role to Improve Management Performance	4	4	15	
8605-401	Planning and Leading a Complex Team Activity	4	4	6	
8605-402	Managing Equality and Diversity in Own Area ℮	4	4	12	SS0192-WB2
8605-403	Managing Risk in the Workplace ℮	4	3	6	SS0201-WB11
8605-404	Delegating Authority in the Workplace	4	3	3	
8605-405	Developing People in the Workplace	4	5	21	
8605-406	Developing Your Leadership Styles	4	4	10	
8605-407	Understanding Financial Management	4	3	12	
8605-408	Management Communication	4	4	18	
8605-409	Managing Personal Development (Diploma only)	4	15	6	
8605-410	Managing the Analysis of Secondary Data	4	4	15	
8605-411	Managing a Healthy and Safe Environment	4	2	9	
8605-412	Managing Meetings ℮	4	3	15	SS0195-WB5
8605-413	Managing Marketing Activities	4	3	15	
8605-414	Data Collection and Analysis to Justify Management Decision Making	4	2	10	
8605-415	Motivating People in the Workplace ℮	4	2	6	SS0193-WB3
8605-416	Solving Problems by Making Effective Decisions in the Workplace ℮	4	3	14	SS0202-WB12
8605-417	Managing and Implementing Change in the Workplace ℮	4	6	24	SS0197-WB7
8605-418	Understanding the Organisational Culture and Context	4	6	25	
8605-419	Understanding Work in Contemporary Society	4	3	8	
8605-420	Budgetary Planning and Control ℮	4	3	6	SS0200-WB10
8605-421	Interpreting Financial Statements to Assess Organisational Performance Using Financial Ratios	4	3	6	
8605-422	Understanding the Importance of Marketing for an Organisation	4	4	6	
8605-423	Using Quantitative Methods to Solve Management Problems	4	6	10	
8605-424	Understanding the Economics of the Marketplace	4	6	10	
8605-425	Developing Individual Mental Toughness	4	2	5	
8605-426	Understanding the Macro Economic Environment	4	7	25	
8605-427	Developing a Culture to Support Innovation and Improvement	4	3	12	

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

Group 2

Reference	Unit title	Level	CV*	GLH**	eWorkbook
8605-300	Solving Problems and Making Decisions	3	2	9	
8605-301	Understanding Innovation and Change in an Organisation ℮	3	2	9	SS0197-WB7
8605-302	Planning Change in the Workplace ℮	3	2	9	SS0197-WB7
8605-303	Planning and Allocating Work	3	2	9	
8605-304	Writing for Business	3	1	4	
8605-305	Contributing to Innovation and Creativity in the Workplace	3	2	9	
8605-306	Understanding Customer Service Standards and Requirements	3	2	7	
8605-307	Giving Briefings and Making Presentations ℮	3	2	4	SS0204-WB14
8605-308	Understanding Leadership	3	2	6	
8605-309	Understand How to Establish an Effective Team	3	1	5	
8605-310	Understanding How to Motivate to Improve Performance	3	2	9	
8605-311	Developing Yourself and Others	3	2	9	
8605-312	Understanding Conflict Management in the Workplace ℮	3	1	4	SS0196-WB6
8605-313	Understanding Stress Management in the Workplace	3	1	7	
8605-314	Understanding Discipline in the Workplace	3	1	5	
8605-315	Understanding Recruitment and Selection of New Staff in the Workplace	3	2	7	
8605-316	Understanding the Induction of New Staff in the Workplace	3	1	3	
8605-317	Understanding Training and Coaching in the Workplace	3	2	7	
8605-318	Understanding Quality Management in the Workplace	3	2	6	
8605-319	Understanding Organising and Delegating in the Workplace	3	1	4	
8605-320	Managing Workplace Projects ℮	3	2	7	SS0199-WB9
8605-321	Understanding Health and Safety in the Workplace	3	2	7	

Group 2 continued

Reference	Unit title	Level	CV*	GLH**	eWorkbook
8605-322	Understand the Organisation and its Context	3	2	7	
8605-323	Understanding Performance Management ⓔ	3	2	7	SS0193-WB3
8605-324	Understand Costs and Budgets in an Organisation ⓔ	3	1	7	SS0200-WB10
8605-325	Understand How to Manage the Efficient Use of Materials and Equipment	3	2	7	
8605-326	Understanding the Communication Process in the Workplace	3	2	7	
8605-327	Understanding Negotiation and Networking in the Workplace ⓔ	3	1	6	SS0203-WB13
8605-328	Understand How to Lead Effective Meetings ⓔ	3	2	4	SS0195-WB5
8605-329	Understanding Workplace Information Systems	3	1	6	
8605-330	Understanding Marketing for Managers	3	1	4	
8605-331	Understanding Support Services Operations in an Organisation	3	3	7	
8605-332	Understanding Sustainability and Environmental Issues in an Organisation	3	3	10	
8605-333	Understanding Procurement and Supplier Management in the Workplace	3	2	7	
8605-334	Understanding and Developing Relationships in the Workplace	3	2	8	
8605-335	Understand How to Manage Contracts and Contractors in the Workplace	3	2	8	
8605-336	Understanding Incident Management and Disaster Recovery in the Workplace	3	2	7	
8605-337	Understanding Security Measures in the Workplace	3	2	7	
8605-338	Understanding How to Manage Remote Workers	3	2	7	
8605-341	Leading and Motivating a Team Effectively	3	2	7	
8605-359	Understanding Good Practice in Coaching within an Organisational Context	3	3	9	
8605-361	Understanding Good Practice in Mentoring within an Organisational Context	3	3	9	
8605-501	Managing Improvement	5	3	8	
8605-502	Making a Financial Case	5	3	14	
8605-503	Developing Critical Thinking	5	4	18	
8605-504	Leading Innovation and Change	5	5	24	
8605-505	Managing Individual Development	5	4	18	
8605-506	Managing Stress and Conflict in the Organisation ⓔ	5	3	8	SS0196-WB6
8605-507	Understanding the Organisational Environment	5	5	24	
8605-508	Understanding Organisational Culture and Ethics	5	3	12	
8605-509	Managing Customer Relations	5	3	10	
8605-510	Managing for Efficiency and Effectiveness	5	4	18	
8605-511	Managing Projects in the Organisation ⓔ	5	4	18	SS0199-WB9
8605-512	Managing Resources	5	4	12	
8605-513	Managing Information	5	4	12	
8605-514	Managing Recruitment	5	5	24	
8605-515	Managing Work Analysis	5	3	12	
8605-516	Analysing and Interpreting Statistics to Inform Management Decisions	5	2	10	
8605-517	Understanding the Management of Facilities	5	2	9	
8605-518	Making Professional Presentations ⓔ	5	2	9	SS0204-WB14
8605-519	Developing and Leading Teams to Achieve Organisational Goals and Objectives	5	4	18	
8605-520	Assessing Your Own Leadership Capability and Performance	5	6	15	
8605-521	Managing Own Continuing Professional Development (Diploma only)	5	15	20	
8605-522	Becoming an Effective Leader	5	5	9	
8605-523	Preparing to Apply Lean Production and Improvement Methodologies to Operational Problems in Service Delivery	5	8	8	
8605-525	Improving and Maintaining the Organisation's Environmental Performance	5	5	14	
8605-526	Managing Remote Workers	5	5	12	
8605-527	Partnership Working ⓔ	5	4	10	SS0198-WB8
8605-528	Understanding Governance of Organisations	5	6	18	
8605-529	Knowledge and Information Management	5	5	14	
8605-533	Managing Mental Health in the Workplace	5	3	8	
8605-550	Understanding the Skills, Principles and Practice of Effectice Coaching and Mentoring Within an Organisational Context	5	6	20	

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 within this qualification:

- SS0192-WB2 Managing inclusively
- SS0193-WB3 Managing staff performance
- SS0195-WB5 Managing meetings
- SS0196-WB6 Managing team conflicts
- SS0197-WB7 Managing change
- SS0198-WB8 Managing collaboration
- SS0199-WB9 Managing projects
- SS0200-WB10 Managing budgets
- SS0201-WB11 Managing risk
- SS0202-WB12 Managing business improvement
- SS0203-WB13 Managing negotiations
- SS0204-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.

T 01543 266867
E customer@i-l-m.com

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.