



ILM Level 3

Certificate in Principles of Leadership and Management

Who is this qualification for?

The ILM Level 3 Certificate in Principles of Leadership and Management is ideal for new and aspiring junior managers. Learners will pick up the core skills and understanding needed to deal with management responsibilities and develop as leaders, helping to start their career with confidence.

Benefits for individuals

- Get a solid grounding in what it takes to organise, manage and motivate your teams
- Be confident about your ability to perform in your role
- Learn tools and techniques to develop yourself as a leader
- A national qualification to recognise your abilities and experience.

Benefits for employers

- Confident and effective managers
- Better communication, increased productivity, more motivated teams
- A highly flexible qualification – close skills gaps, develop a well-rounded first-line management team.

The qualification starts with a single mandatory unit which focuses on getting and using information to make effective decisions and find solutions to problems. Learners then choose optional units from Levels 2, 3 and 4 according to their needs and skills to help their formal career development.

Progression

Successful learners can progress to a range of qualifications including the following:

- ILM Level 3 Certificate in Leadership
- ILM Level 3 Certificate in Coaching and/or Mentoring
- ILM Level 3 Certificate in Enterprise and Entrepreneurship
- ILM Level 3 Diploma in Leadership and Management
- ILM Level 3 Diploma in Facilities Management
- ILM Level 4 Award in Leadership
- ILM Level 4 Award, Certificate or Diploma in Management.

Qualification overview

Qualification title	Credit value	Total qualification time	Structure
Level 3 Certificate in Principles of Leadership and Management QAN: 601/3699/6	15 credits	150 hours	<ul style="list-style-type: none"> ● At least two hours induction ● Minimum four hours tutorial support ● One mandatory unit (2 credits) ● Minimum of 4 credits from Group 1 ● Maximum of 7 credits from Group 3 ● There are no restrictions on the number of credits that can be claimed from Group 2

*Refer to table below for unit details

Rules of combination

Learners must gain 15 credits to achieve this qualification with

- One mandatory unit (2 credits)
- Minimum of 4 credits from Group 1
- Maximum of 7 credits from Group 3
- There are no restrictions on the number of credits that can be claimed from Group 2

Overview of units

Mandatory

Reference	Unit title	Level	CV*	GLH**
8606-300	Solving Problems and Making Decisions	3	2	9

*Credit value **Guided learning hours

Group 1

Reference	Unit title	Level	CV*	GLH**
8606-301	Understanding Innovation and Change in an Organisation	3	2	9
8606-302	Planning Change in the Workplace	3	2	9
8606-308	Understanding Leadership	3	2	6
8606-341	Leading and Motivating a Team Effectively	3	2	7

*Credit value **Guided learning hours

Group 2

Reference	Unit title	Level	CV*	GLH**
8606-303	Planning and Allocating Work	3	2	9
8606-304	Writing for Business	3	1	4
8606-305	Contributing to Innovation and Creativity in the Workplace	3	2	9
8606-306	Understanding Customer Service Standards and Requirements	3	2	7
8606-307	Giving Briefings and Making Presentations	3	2	4
8606-309	Understand How to Establish an Effective Team	3	1	5
8606-310	Understanding How to Motivate to Improve Performance	3	2	9
8606-311	Developing Yourself and Others	3	2	9
8606-312	Understanding Conflict Management in the Workplace	3	1	4
8606-313	Understanding Stress Management in the Workplace	3	1	7
8606-314	Understanding Discipline in the Workplace	3	1	5
8606-315	Understanding Recruitment and Selection of New Staff in the Workplace	3	2	7
8606-316	Understanding the Induction of New Staff in the Workplace	3	1	3
8606-317	Understanding Training and Coaching in the Workplace	3	2	7
8606-318	Understanding Quality Management in the Workplace	3	2	6

Group 2 continued

Reference	Unit title	Level	CV*	GLH**
8606-319	Understanding Organising and Delegating in the Workplace	3	1	4
8606-320	Managing Workplace Projects	3	2	7
8606-321	Understanding Health and Safety in the Workplace	3	2	7
8606-322	Understand the Organisation and its Context	3	2	7
8606-323	Understanding Performance Management	3	2	7
8606-324	Understanding Costs and Budgets in an Organisation	3	1	7
8606-325	Understanding How to Manage the Efficient Use of Materials and Equipment	3	2	7
8606-326	Understanding the Communication Process in the Workplace	3	2	7
8606-327	Understanding Negotiation and Networking in the Workplace	3	1	6
8606-328	Understand How to Lead Effective Meetings	3	2	4
8606-329	Understanding Workplace Information Systems	3	1	6
8606-330	Understanding Marketing for Managers	3	1	4
8606-331	Understanding Support Services Operations in an Organisation	3	3	7
8606-332	Understanding Sustainability and Environmental Issues in a Organisation	3	3	10
8606-333	Understanding Procurement and Supplier Management in the Workplace	3	2	7
8606-334	Understanding and Developing Relationships in the Workplace	3	2	8
8606-335	Understand How to Manage Contracts and Contractors in the Workplace	3	2	8
8606-336	Understanding Incident Management and Disaster Recovery in the Workplace	3	2	7
8606-337	Understanding Security Measures in the Workplace	3	2	7
8606-338	Understanding How to Manage Remote Workers	3	2	7
8606-339	Understanding Good Practice in Workplace Coaching	3	3	9
8606-340	Understanding Good Practice in Workplace Mentoring	3	3	9

*Credit value **Guided learning hours

Group 3

Reference	Unit title	Level	CV*	GLH**
8606-200	Developing Yourself as a Team Leader	2	1	6
8606-201	Improving Performance of the Work Team	2	1	6
8606-202	Planning and Monitoring Work	2	2	8
8606-203	Developing the Work Team	2	1	6
8606-204	Induction and Coaching in the Workplace	2	2	8
8606-205	Meeting Customer Needs	2	2	6
8606-206	Working Within Organisational and Legal Guidelines	2	1	6
8606-207	Providing Quality to Customers	2	1	6
8606-208	Using Information to Solve Problems	2	1	5
8606-209	Understanding Change in the Workplace	2	2	8
8606-210	Maintaining a Healthy and Safe Working Environment	2	1	8
8606-211	Diversity in the Workplace	2	1	6
8606-212	Using Resources Effectively and Efficiently in the Workplace	2	1	7
8606-213	Communicating with People Outside the Work Team	2	1	6
8606-214	Briefing the Work Team	2	1	6
8606-215	Workplace Communication	2	1	5
8606-216	Workplace Records and Information Systems	2	1	5
8606-217	Business Improvement Techniques	2	2	10
8606-218	Leading Your Work Team	2	2	6
8606-219	Managing Yourself	2	1	4
8606-220	Enterprise Awareness	2	3	18
8606-221	Working with Customers Legally	2	1	5
8606-222	Setting Team Objectives in the Workplace	2	2	6
8606-223	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3
8606-224	Methods of Communicating in the Workplace	2	1	3
8606-225	Satisfying Customer Requirements	2	1	3
8606-226	Understanding Effective Team Working	2	1	3
8606-227	Building an Awareness of Waste Management	2	2	9

Group 3 continued

Reference	Unit title	Level	CV*	GLH**
8606-228	Effectively Selling to Customers	2	1	7
8606-229	Understanding Sales in the Workplace	2	2	7
8606-230	Developing Yourself as an Effective Team Member	2	3	9
8606-400	Understanding the Management Role to Improve Management Performance	4	4	15
8606-401	Planning and Leading a Complex Team Activity	4	4	6
8606-402	Managing Equality and Diversity in Own Area	4	4	12
8606-403	Managing Risk in the Workplace	4	3	6
8606-404	Delegating Authority in the Workplace	4	3	3
8606-405	Developing People in the Workplace	4	5	21
8606-406	Developing Your Leadership Styles	4	4	10
8606-407	Understanding Financial Management	4	3	12
8606-408	Management Communication	4	4	18

*Credit value **Guided learning hours

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

City & Guilds Limited (Registered Company 16513878) is the Awarding Organisation for ILM qualifications.

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.