



ILM Level 3

Diploma in Management (Combined Qualification)

Who is this qualification for?

The ILM Level 3 Diploma in Management (Combined Qualification) is ideal for individuals looking to take their first step into line management and for those who already have some management responsibilities. This combined knowledge and competency based qualification will build and develop new skills to enhance their management career. The qualification also forms part of the ILM Level 3 Management Apprenticeship.

Benefits for individuals

- Develop your portfolio of essential management skills
- Take charge of your personal and professional development
- Get an in-depth understanding of what is expected of a manager
- Manage your team effectively
- Get a recognised qualification for your personal development.

Benefits for employers

- First-line managers with proven competence in the role
- A broad selection of optional units to tailor the qualification to suit your organisations' learning and development needs
- Promote a culture of organisational learning and development.

Learners take five mandatory units in this qualification. The first unit looks at personal and professional development, helping the learner to identify their own development needs and plan how to fulfil them. The second unit develops practical team management skills. And the three remaining units of this section delve into the theory behind people management, leadership and business.

Learners can then work with their employer and training provider to find the best-fit from the other units offered in the qualification.

Progression

This qualification will provide progression opportunities to other qualifications such as:

- ILM Level 4 NVQ Diploma in Management
- ILM Level 4 Award, Certificate or Diploma in Leadership and Management
- ILM Level 5 NVQ Diploma in Management.

Qualification overview

Qualification title	Credit value	Total qualification time	Structure
Level 3 Diploma in Management QAN: 601/3240/1	55 credits	550 hours	<ul style="list-style-type: none"> ● Two hours induction ● At least seven hours tutorial support ● Five mandatory units (31 credits) ● Minimum of 17 credits from Group 1 ● Maximum of 7 credits from Group 2 ● A minimum of 41 credits at Level 3 or above.

*Refer to table below for unit details

Rules of combination

- Five mandatory units (31 credits)
- Minimum of 17 credits from Group 1
- Maximum of 7 credits from Group 2
- Minimum of 41 credits at Level 3 or above
- Some units are barred against each other, see table below.

Overview of units

Mandatory

Reference	Unit title	Level	CV*	GLH**
8621-300	Manage Personal and Professional Development	3	3	12
8621-301	Manage Team Performance	3	4	21
8621-302	Principles of Leadership and Management	3	8	50
8621-303	Principles of People Management	3	6	34
8621-304	Principles of Business	3	10	74

*Credit value **Guided learning hours

Group 1

Reference	Unit title	Level	CV*	GLH**
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
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

Group 1 continued

Reference	Unit title	Level	CV*	GLH**
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

*Credit value **Guided learning hours

Group 2

Reference	Unit title	Level	CV*	GLH**
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

*Credit value **Guided learning hours

Barred units

This unit		Is barred against this unit	
Unit code	Unit title	Unit code	Unit title
8621-316	Participate in a Project	8621-413	Manage a Project

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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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.