



ILM Level 4

NVQ Diploma in Management

Who is this qualification for?

This qualification is ideal for managers moving into a middle management position, who still retain responsibility for operational processes but are more removed from day to day line management duties. The qualification develops the knowledge and skills required to take on higher level responsibilities such as planning and implementing change. This qualification forms part of the ILM Level 4 Management Apprenticeship.

Benefits for individuals

- Develop your core leadership skills
- Take charge of your personal and professional development
- Get the skills to be able to plan and implement an operational plan
- Improve your working relationships
- Get a recognised qualification for your personal development.

Benefits for employers

- Middle managers with proven skills in operational management
- Managers who can assess and manage their personal and professional development
- 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 four mandatory units in this qualification. The first unit looks at personal and professional development, helping the learner to identify their development needs and plan how to fulfil them. The second unit delves into the theory of leadership and also provides practical application of how to inspire and engage individuals. In the third unit learners develop and implement an operation plan. And the final mandatory unit helps the learner to develop their working relationships with key stakeholders.

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

Qualification overview

Qualification title	Credit value	Total qualification time	GLH	Structure
ILM Level 4 NVQ Diploma in Management QAN: 601/3247/4	53 credits	530 hours	214	<ul style="list-style-type: none"> Two hours induction At least nine hours tutorial support Four mandatory units (17 credits) Minimum of 20 credits from Group 1 Maximum of 16 credits from Group 2 A minimum of 40 credits at Level 4 or above.

*Refer to table below for unit details

Rules of combination

- Four mandatory units (17 credits)
- Minimum of 20 credits from Group 1
- Maximum of 16 credits from Group 2
- Minimum of 40 credits at Level 4 or above.

Overview of units

Mandatory

Reference	Unit title	Level	CV*	GLH**
8622-300	Manage Personal and Professional Development	3	3	12
8622-400	Provide Leadership and Management	4	5	28
8622-401	Develop and Implement an Operational Plan	4	5	24
8622-402	Develop Working Relationships with Stakeholders	4	4	20

*Credit value **Guided learning hours

Group 1

Reference	Unit title	Level	CV*	GLH**
8622-403	Develop and Maintain Professional Networks	4	3	15
8622-404	Encourage Learning and Development	4	3	16
8622-405	Initiate and Implement Operational Change	4	4	19
8622-406	Discipline and Grievance Management	4	3	26
8622-407	Manage a Tendering Process	4	4	21
8622-408	Manage Physical Resources	4	4	26
8622-409	Manage the Impact of Work Activities on the Environment	4	4	30
8622-410	Prepare for and Support Quality Audits	4	3	17
8622-411	Conduct Quality Audits	4	3	21
8622-412	Manage a Budget	4	4	26
8622-413	Manage a Project	4	7	38
8622-414	Manage Business Risk	4	6	27
8622-415	Manage Knowledge in an Organisation	4	5	34
8622-416	Recruitment, Selection and Induction Practice	4	6	33
8622-417	Manage Redundancy and Redeployment	4	6	39
8622-305	Promote Equality, Diversity and Inclusion in the Workplace	3	3	15
8622-301	Manage Team Performance	3	4	21
8622-306	Manage Individuals' Performance	3	4	20
8622-307	Manage Individuals' Development in the Workplace	3	3	10
8622-308	Chair and Lead Meetings	3	3	10
8622-309	Encourage Innovation	3	4	14
8622-310	Manage Conflict Within a Team	3	5	25
8622-311	Procure Products and/or Services	3	5	35
8622-313	Implement and Maintain Business Continuity Plans and Processes	3	4	25
8622-314	Collaborate with Other Departments	3	3	14

Group 1 continued

Reference	Unit title	Level	CV*	GLH**
8622-315	Support Remote or Virtual Teams	3	4	18
8622-500	Contribute to the Development of a Strategic Plan	5	5	31
8622-501	Design Business Processes	5	5	23
8622-505	Develop and Manage Collaborative Relationships with Other Organisations	5	5	28
8622-506	Optimise the Use of Technology	5	6	29
8622-507	Manage Product and/or Service Development	5	5	23

*Credit value **Guided learning hours

Group 2

Reference	Unit title	Level	CV*	GLH**
8622-418	Manage Health and Safety in Own Area of Responsibility	4	5	15
8622-419	Contribute to the Design and Development of an Information System	4	5	23
8622-420	Manage Information Systems	4	6	30
8622-421	Manage Events	4	6	49
8622-422	Manage Customer Service Operations	4	7	23
8622-423	Review the Quality of Customer Service	4	4	20
8622-317	Contribute to the Improvement of Business Performance	3	6	33
8622-318	Negotiate in a Business Environment	3	4	18
8622-322	Resolve Customers' Problems	3	4	19
8622-323	Resolve Customers' Complaints	3	4	22
8622-325	Analyse Competitor Activity	3	3	3
8622-424	Developing Sales Proposals	4	5	30
8622-425	Prioritising Information for Sales Planning	4	3	20

*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.

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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.