

ILM Level 5

Operational Leadership and Management Development

Available routes

Award, Certificate

Who are these qualifications for?

These qualifications are designed to meet the evolving needs of learners, employers and training providers.

- For operational and middle managers looking to build the knowledge and understanding needed to be effective leaders in today's workplace.
- Shorter, knowledge-focused qualifications that offer flexible learning routes and assignment-based assessment, with optional workplace application of learning.
- Suitable for learners that are not currently managing people, as well as those that are.

Progression opportunities

Successful learners can progress to a range of qualifications including:

- Level 6 leadership and management qualifications



Benefits for learners

Develop knowledge and support career progression

- Choose Award or Certificate routes to fit goals.
- Modular structure to tailor learning to the role and aspirations.
- Focus on knowledge and understanding to support learners in a wide range of learning environments.
- Clear alignment with our Leadership and Management Skills qualifications supporting progression and providing opportunities for Recognition of Prior Learning (RPL).
- Clear progression pathways to level 5 Operational Leadership and Management Skills or level 6 for career growth.



Benefits for employers

Develop confident managers who can apply the knowledge they gain quickly and deliver results

- Develop leaders with a solid understanding of operational leadership and management
- Supports organisational priorities: wellbeing, sustainability and change management.
- Ability to quickly apply knowledge gained in the workplace improves performance and retention.
- Flexible programmes designed to fit around operational needs.
- Quick return on investment as managers can quickly apply the knowledge gained to their everyday work.



Benefits for providers

Expand your offer and simplify delivery

- Fast-track approval for centres already delivering legacy level 3 qualifications.
- Flexible delivery options: classroom, blended or workplace.
- Streamlined assessment approach.
- Content aligned with employer needs – wellbeing, sustainability, data-driven decisions.

Key qualification information

Qualification title	City & Guilds qual number	GLH *	Total qual time	Structure
Level 5 Award in Operational Leadership and Management Development	8721-11/13	32	50	Learners must achieve one mandatory unit and two optional units.
Level 5 Certificate in Operational Leadership and Management Development	8721-21/22	82	130	Learners must achieve one mandatory unit and seven optional units.

*Guided learning hours

Overview of units

City & Guilds unit number	Unit title	GLH *	Credit value	Mandatory/Optional
501	Developing leadership and management practices	12	2	Mandatory
502	Personal development planning	10	2	Optional
503	Managing and developing high performing teams	15	2	Optional
504	Managing inclusive practices and workplace wellbeing	15	2	Optional
505	Coaching in a leadership role	14	2	Optional
506	Artificial intelligence in leadership practice	15	2	Optional
507	Optimising the use of technology	10	2	Optional
508	Operational workforce planning	10	2	Optional
509	Planning projects	12	2	Optional
510	Principles of strategic planning and organisational risk	10	2	Optional
511	Setting and managing budgets	10	2	Optional
512	Problem-solving and decision-making in organisations	12	2	Optional

City & Guilds unit number	Unit title	GLH *	Credit value	Mandatory/Optional
513	Continuous improvement and change management in organisations	10	2	Optional
514	Planning and managing resources	14	2	Optional
515	Principles and purpose of quality management	15	2	Optional
516	Operational and contingency planning	10	2	Optional
517	Organisational culture and ethics	14	2	Optional
518	Managing stakeholder relationships	15	2	Optional
519	Organisational sustainability practices	12	2	Optional

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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Institute of Leadership membership

All ILM learners receive a minimum of 12 months membership to the Institute of Leadership, 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.

