

Operational Leadership and Management Skills

Available routes

Award, Certificate, Diploma and Extended Diploma

Who is this qualification for?

These qualifications are designed to meet the evolving needs of learners, employers and training providers with a focus on:

- Middle managers, department heads, and project leaders
- Professionals progressing from level 3 or 4 qualifications or apprenticeships
- Experienced managers seeking to validate and enhance leadership skills

Progression opportunities

Successful learners can progress to a range of qualifications including:

- Level 6 leadership and management qualifications
- Level 6 leadership and management apprenticeship



Benefits for learners

Build confidence and progress careers

- Choose from Award, Certificate, Diploma, or Extended Diploma routes to fit goals.
- Modular structure to tailor learning to role and aspirations.
- Apply advanced leadership and management skills immediately in the workplace.
- Recognition of Prior Learning (RPL) supported for faster progression.
- Clear progression pathways to level 6 qualifications and leadership apprenticeships.



Benefits for employers

Build future leaders who drive results

- Develop operational leaders who can manage people, projects, and resources effectively.
- Supports organisational priorities: sustainability, data-driven decision-making, and resilience.
- Immediate workplace application improves performance and retention.
- Flexible programmes designed to fit around operational needs.
- Future-proof your workforce with strategic leadership and innovation skills.



Benefits for providers

Expand your offer and simplify delivery

- Fast-track approval for centres already delivering legacy level 5 qualifications.
- Flexible delivery options: classroom, blended, or workplace.
- Access SmartScreen, portfolio packs, and tutor guidance for smooth onboarding.
- No exams – assessment through real-world evidence, reducing admin burden.
- Content aligned with employer needs: wellbeing, sustainability, data-driven decisions.

Key qualification information

Qualification Title	City & Guilds qual number	GLH *	Total qual time	Structure
City & Guilds Level 5 Award in Operational Leadership and Management Skills (610/6874/3)	8725-11	40	80	Learners must achieve 1 mandatory unit and 1 optional unit
City & Guilds Level 5 Certificate in Operational Leadership and Management Skills (610/6876/7)	8725-21	80	160	Learners must achieve 1 mandatory unit and 3 optional units
City & Guilds Level 5 Diploma in Operational Leadership and Management Skills (610/6877/9)	8725-31	175	390	Learners must achieve 1 mandatory unit and 8 optional units
City & Guilds Level 5 Extended Diploma in Operational Leadership and Management Skills (610/6879/2)	8725-41	485	1180	Learners must achieve 20 mandatory units

*Guided learning hours

Overview of units

Reference	Title	GLH *	Credit value	Award, Certificate, Diploma	Extended Diploma
8725-501	Assessing own leadership performance	25	5	Mandatory	Mandatory
8725-502	Managing own continuing personal and professional development	25	6	Optional	Mandatory
8725-503	Managing people	25	6	Optional	Mandatory
8725-504	Leading people and organisational culture	25	6	Optional	Mandatory
8725-505	Coaching and mentoring in a leadership role	25	5	Optional	Mandatory
8725-506	Promoting equity of opportunity, diversity and inclusion	25	10	Optional	Mandatory
8725-507	Leading and managing wellbeing in the workplace	25	10	Optional	Mandatory
8725-508	Managing operational workforce planning	25	10	Optional	Mandatory
8725-509	Project management	25	6	Optional	Mandatory
8725-510	Managing operational finance	25	6	Optional	Mandatory
8725-511	Making a financial case	25	4	Optional	Mandatory
8725-512	Optimising the use of technology	25	6	Optional	Mandatory

Reference	Title	GLH *	Credit value	Award, Certificate, Diploma	Extended Diploma
8725-513	Managing business risk	25	5	Optional	Mandatory
8725-514	Problem-solving and decision-making	15	5	Optional	Mandatory
8725-515	Leading innovation and change	25	6	Optional	Mandatory
8725-516	Managing resources	15	4	Optional	Mandatory
8725-517	Business process engineering	25	5	Optional	Mandatory
8725-518	Managing quality	15	3	Optional	Mandatory
8725-519	Contributing to the delivery of organisational strategy	25	5	Optional	Mandatory
8725-520	Operational planning and reporting	25	4	Optional	Mandatory
8725-521	Organisational culture and ethics	25	4	Optional	Mandatory
8725-522	Organisational sustainability	15	5	Optional	Mandatory
8725-523	Data driven decision making	25	10	Optional	Mandatory
8725-524	Developing and managing collaborative relationships	15	6	Optional	Mandatory
8725-525	Managing stakeholder relationships	25	5	Optional	Mandatory
8725-526	Working with partners	25	5	Optional	Mandatory
8725-527	Developing products and services	25	6	Optional	Optional

Optional units to support development across different areas of **leadership and management**

The following units may be relevant for learners looking to build skills across a range of leadership and management responsibilities:



For roles in
people management

Reference	Title
8725-502	Managing own continuing personal and professional development
8725-503	Managing people
8725-504	Leading people and organisational culture
8725-505	Coaching and mentoring in a leadership role
8725-506	Promoting equity of opportunity, diversity and inclusion
8725-507	Leading and managing wellbeing in the workplace
8725-515	Leading innovation and change
8725-516	Managing resources
8725-521	Organisational culture and ethics
8725-524	Developing and managing collaborative relationships
8725-525	Managing stakeholder relationships



For roles in
process and/or information management

Reference	Title
8725-509	Project management
8725-512	Optimising the use of technology
8725-513	Managing business risk
8725-514	Problem-solving and decision-making
8725-517	Business process engineering
8725-519	Contributing to the delivery of organisational strategy
8725-520	Operational planning and reporting

Reference	Title
8725-523	Data driven decision making
8725-524	Developing and managing collaborative relationships
8725-527	Developing products and services



For roles in
project management

Reference	Title
8725-502	Managing own continuing personal and professional development
8725-509	Project management
8725-512	Optimising the use of technology
8725-513	Managing business risk
8725-514	Problem-solving and decision-making
8725-516	Managing resources
8725-520	Operational planning and reporting
8725-523	Data driven decision making
8725-524	Developing and managing collaborative relationships
8725-525	Managing stakeholder relationships



For roles in
product management

Reference	Title
8725-509	Project management
8725-511	Making a financial case
8725-513	Managing business risk
8725-514	Problem-solving and decision-making
8725-516	Managing resources
8725-518	Managing quality
8725-519	Contributing to the delivery of organisational strategy

Reference	Title
8725-520	Operational planning and reporting
8725-523	Data driven decision making
8725-524	Developing and managing collaborative relationships
8725-525	Managing stakeholder relationships
8725-526	Working with partners
8725-527	Developing products and services

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.

