



ILM Level 3

Award in Service Improvement

Who is this qualification for?

This qualification is aimed at new managers, or experienced first-line managers seeking to increase efficiency and improve performance in their teams.

Benefits for individuals

- Learn about lean production methods
- Use your new techniques to identify and analyse a problem with a service that you manage
- Plan and implement a project to improve this service.

Benefits for employers

- Workplace-based assessment to ensure transfer of new skills to the organisation
- Managers with a solid grounding in lean production methods
- Support a culture of continuous improvement in your organisation.

This qualification is made up of one comprehensive unit. The unit introduces learners to the theory of lean production methods and techniques. It then helps learners to put the theory into practice, by taking them step-by-step through the process of planning, carrying out and reviewing a service improvement project in their own organisation.

Progression

Successful completion of this qualification can lead to the following:

- ILM Level 5 Certificate in Service Improvement.

Qualification overview

Qualification title	Credit value	Total qualification time	Structure
Level 3 Award in Service Improvement QAN: 600/5787/7	10 credits	100 hours	<ul style="list-style-type: none"> Two hour induction At least three hours tutorial support One mandatory unit*

*Refer to table below for unit details

Rules of combination

- One mandatory unit (total credit value of 10)

Overview of units

Reference	Unit title	Level	CV*	GLH**
8752-300	Undertaking a Small Scale Service Delivery Improvement Project Using Lean Production Methodologies	3	10	17

*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.