ILM Level 7
Certificate in Leading Quality Improvement

Who is this qualification for?
This qualification is designed for senior managers seeking to drive improvement in their organisation. It will help learners develop, promote and deliver organisational excellence by equipping them with the skills to boost efficiency, productivity and performance, and improve quality across the board.

Benefits for individuals
- Understand and develop your own leadership performance
- Evaluate organisational performance and plan improvements
- Understand leadership styles and strategies to lead change effectively
- Assess your organisation’s quality management systems and procedures
- Develop a strategy for promoting excellence in your organisation.

Benefits for employers
- Develop a culture of excellence at senior and strategic management level
- Grow ability of senior managers to drive change and innovation
- Embed a practice of continuous improvement in your business.

The mandatory unit, ‘Improving own leadership performance through action learning’, teaches tools and techniques to improve learners’ leadership capability and performance.

The optional units cover a range of relevant skills and knowledge.
- ‘Developing excellence in operations’ – assess how well the organisation is meeting customer requirements; plan and implement improvement
- ‘Leading project implementation’ – lead successful projects, critically analyse and evaluate risks, outputs and finance
- ‘Leading change in organisations’ – leadership styles and strategies to for change
- ‘Promoting excellence’ – evaluate the organisation’s approach to quality management and identify appropriate strategies to promote excellence.
Qualification overview

<table>
<thead>
<tr>
<th>Qualification title</th>
<th>Credit value</th>
<th>Total qualification time</th>
<th>Structure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 7 Certificate in Leading Quality Improvement</td>
<td>Minimum 18 credits</td>
<td>180 hours</td>
<td>● Two hour induction</td>
</tr>
<tr>
<td>QAN: 500/5605/0</td>
<td></td>
<td></td>
<td>● At least seven hours tutorial support</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>● One mandatory unit*</td>
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<td></td>
<td></td>
<td></td>
<td>● Choice of units from Group 2, which contains units at Levels 6 and 7</td>
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<tr>
<td></td>
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<td></td>
<td>● Minimum of 12 credits from Group 2</td>
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</tbody>
</table>

*Refer to table below for unit details

Rules of combination

● One mandatory unit from Group 1 (total credit value of 7)
● Minimum of 12 credits from Group 2, with at least 6 credits at Level 7

Overview of units

Group 1

<table>
<thead>
<tr>
<th>Reference</th>
<th>Unit title</th>
<th>Level</th>
<th>CV*</th>
<th>GLH**</th>
</tr>
</thead>
<tbody>
<tr>
<td>8348-700</td>
<td>Developing the Reflective Leader</td>
<td>7</td>
<td>6</td>
<td>11</td>
</tr>
</tbody>
</table>

*Credit value **Guided learning hours

Group 2

<table>
<thead>
<tr>
<th>Reference</th>
<th>Unit title</th>
<th>Level</th>
<th>CV*</th>
<th>GLH**</th>
</tr>
</thead>
<tbody>
<tr>
<td>8348-600</td>
<td>Developing Excellence in Operations</td>
<td>6</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td>8348-601</td>
<td>Leading Project Implementation</td>
<td>6</td>
<td>12</td>
<td>22</td>
</tr>
<tr>
<td>8348-701</td>
<td>Leading Change in Organisations</td>
<td>7</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td>8348-702</td>
<td>Promoting Excellence</td>
<td>7</td>
<td>6</td>
<td>11</td>
</tr>
</tbody>
</table>

*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.

T 01543 266867
E customer@i-l-m.com

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.