



ILM Level 3

Qualifications in Leadership and Management

Who are these qualifications for?

These qualifications are ideal for individuals who have management responsibilities but no formal training, and are serious about developing their abilities. They particularly support practising team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change, budget cuts or other pressures.

Benefits for individuals

- Gain a range of key management skills and put them into practice in your own role
- Build your leadership capabilities – motivate and engage teams, manage relationships confidently
- Develop your leadership and management skills using your own knowledge, values and motivations.

Benefits for employers

- Effective and confident first-line managers
- Better relationships and communication in teams
- Proven skills – to get these qualifications, managers will need to show that they can transfer their new skills to your organisation
- Managers with the tools to develop their own skills and abilities.

The qualifications are made up of a wide range of units covering core management skills – such as understanding how to organise and delegate – plus skills in communication, team leadership, change, innovation and managing people and relationships. This flexibility in unit choice allows the qualifications to be tailored to meet the needs of the individual and employer.

Progression

Successful learners can progress to a range of qualifications including:

- ILM Level 3 Certificate in Coaching and/or Mentoring
- ILM Level 3 Certificate or Diploma in Facilities Management
- ILM Level 3 Certificate in Enterprise and Entrepreneurship
- ILM Level 4 Award, Certificate or Diploma in Leadership and Management.

Qualification overview

Qualification title	Credit value	Total qualification time	Structure
Level 3 Award in Leadership and Management QAN: 600/5934/5	Minimum 4 credits Maximum 12 credits	40 hours	<ul style="list-style-type: none"> ● One hour induction ● At least two hours tutorial support ● All units must be taken from Group 1* ● Minimum two units
Level 3 Certificate in Leadership and Management QAN: 600/5961/8	Minimum 13 credits Maximum 36 credits	130 hours	<ul style="list-style-type: none"> ● Two hour induction ● At least four hours tutorial support ● Choice of units from Groups 1 and 2, where Group 1 contains Level 3 units and Group 2 contains units at Levels 2 and 4* ● Maximum of 6 credits from Group 2
Level 3 Diploma in Leadership and Management QAN: 600/5964/3	Minimum 37 credits	370 hours	<ul style="list-style-type: none"> ● Two hour induction ● At least seven hours tutorial support ● Choice of units from Groups 1 and 2, where Group 1 contains Level 3 units and Group 2 contains units at Levels 2 and 4* ● Maximum of 18 credits from Group 2

*Refer to table below for unit details

Rules of combination

Award

- Minimum 4 credits, maximum 12 credits
- Minimum two units
- All units must be taken from Group 1

Certificate

- Minimum 13 credits, maximum 36 credits
- Choice of optional units from Groups 1 and 2
- Maximum of 6 credits from Group 2

Diploma

- Minimum 37 credits
- Choice of optional units from Groups 1 and 2
- Maximum of 18 credits from Group 2

APL of expired units

8600-339 Level 3 Understanding Good Practice in Workplace Coaching (3 credits) UAN ref: A/503/9561

8600-340 Level 3 Understanding Good Practice in Mentoring within an Organisational Context (3 credits) UAN ref: T/503/9610

Please note any new learners registered from 1 July 2020 must complete the current unit(s) as follows: 359 **not** 339 and 361 **not** 340.

Any learner who has already achieved 339 or 340 or who is on programme but was registered prior to 1 July 2020 may claim 339 or 340 as APL.

Overview of units

Group 1

Reference	Unit title	Level	CV*	GLH**	eWorkbook†
8600-300	Solving Problems and Making Decisions	3	2	9	
8600-301	Understanding Innovation and Change in an Organisation e	3	2	9	SS0197-WB7
8600-302	Planning Change in the Workplace e	3	2	9	SS0197-WB7
8600-303	Planning and Allocating Work	3	2	9	
8600-304	Writing for Business	3	1	4	
8600-305	Contributing to Innovation and Creativity in the Workplace	3	2	9	
8600-306	Understanding Customer Service Standards and Requirements	3	2	7	
8600-307	Giving Briefings and Making Presentations e	3	2	4	SS0204-WB14
8600-308	Understanding Leadership	3	2	6	
8600-309	Understand How to Establish an Effective Team	3	1	5	
8600-310	Understanding How to Motivate to Improve Performance	3	2	9	
8600-311	Developing Yourself and Others	3	2	9	
8600-312	Understanding Conflict Management in the Workplace e	3	1	4	SS0196-WB6
8600-313	Understanding Stress Management in the Workplace	3	1	7	
8600-314	Understanding Discipline in the Workplace	3	1	5	
8600-315	Understanding Recruitment and Selection of New Staff in the Workplace	3	2	7	
8600-316	Understanding the Induction of New Staff in the Workplace	3	1	3	
8600-317	Understanding Training and Coaching in the Workplace	3	2	7	
8600-318	Understanding Quality Management in the Workplace	3	2	6	
8600-319	Understanding Organising and Delegating in the Workplace	3	1	4	
8600-320	Managing Workplace Projects e	3	2	7	SS0199-WB9
8600-321	Understanding Health and Safety in the Workplace	3	2	7	
8600-322	Understand the Organisation and its Context	3	2	7	
8600-323	Understanding Performance Management e	3	2	7	SS0193-WB3
8600-324	Understanding Costs and Budgets in an Organisation e	3	1	7	SS0200-WB10
8600-325	Understanding How to Manage the Efficient Use of Materials and Equipment	3	2	7	
8600-326	Understanding the Communication Process in the Workplace	3	2	7	
8600-327	Understanding Negotiation and Networking in the Workplace e	3	1	6	SS0203-WB13
8600-328	Understand How to Lead Effective Meetings e	3	2	4	SS0195-WB5
8600-329	Understanding Workplace Information Systems	3	1	6	
8600-330	Understanding Marketing for Managers	3	1	4	
8600-331	Understanding Support Services Operations in an Organisation	3	3	7	
8600-332	Understanding Sustainability and Environmental Issues in an Organisation	3	3	10	
8600-333	Understanding Procurement and Supplier Management in the Workplace	3	2	7	
8600-334	Understanding and Developing Relationships in the Workplace	3	2	8	
8600-335	Understand How to Manage Contracts and Contractors in the Workplace	3	2	8	
8600-336	Understanding Incident Management and Disaster Recovery in the Workplace	3	2	7	
8600-337	Understanding Security Measures in the Workplace	3	2	7	
8600-338	Understanding How to Manage Remote Workers	3	2	7	
8600-341	Leading and Motivating a Team Effectively	3	2	7	
8600-342	Developing Own Leadership Capability Using Action Learning (Diploma only)	3	10	30	
8600-343	Understanding Mental Health in the Workplace	3	2	5	
8600-359	Understanding Good Practice in Coaching within an Organisational Context	3	3	9	
8600-361	Understanding Good Practice in Mentoring within an Organisational Context	3	3	9	

*Credit value **Guided learning hours †ILM eWorkbooks are available to support unit delivery

Group 2

Reference	Unit title	Level	CV*	GLH**	eWorkbook
8600-200	Developing Yourself as a Team Leader	2	1	6	
8600-201	Improving Performance of the Work Team e	2	1	6	SS0193-WB3
8600-202	Planning and Monitoring Work	2	2	8	
8600-203	Developing the Work Team	2	1	6	
8600-204	Induction and Coaching in the Workplace	2	2	8	
8600-205	Meeting Customer Needs	2	2	6	
8600-206	Working Within Organisational and Legal Guidelines	2	1	6	
8600-207	Providing Quality to Customers	2	1	6	
8600-208	Using Information to Solve Problems	2	1	5	
8600-209	Understanding Change in the Workplace e	2	2	8	SS0197-WB7
8600-210	Maintaining a Healthy and Safe Working Environment	2	1	8	
8600-211	Diversity in the Workplace e	2	1	6	SS0192-WB2
8600-212	Using Resources Effectively and Efficiently in the Workplace	2	1	7	
8600-213	Communicating with People Outside the Work Team	2	1	6	
8600-214	Briefing the Work Team	2	1	6	
8600-215	Workplace Communication	2	1	5	
8600-216	Workplace Records and Information Systems	2	1	5	
8600-217	Business Improvement Techniques	2	2	10	
8600-218	Leading Your Work Team	2	2	6	
8600-219	Managing Yourself	2	1	4	
8600-220	Enterprise Awareness	2	3	18	
8600-221	Working With Customers Legally	2	1	5	
8600-222	Setting Team Objectives in the Workplace	2	2	6	
8600-223	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3	
8600-224	Methods of Communicating in the Workplace	2	1	3	
8600-225	Satisfying Customer Requirements	2	1	3	
8600-226	Understanding Effective Team Working	2	1	3	
8600-227	Building an Awareness of Waste Management	2	2	9	
8600-228	Effectively Selling to Customers	2	2	7	
8600-229	Understanding Sales in the Workplace	2	2	7	
8600-230	Developing Yourself as an Effective Team Member	2	3	9	
8600-400	Understanding the Management Role to Improve Management Performance	4	4	15	
8600-401	Planning and Leading a Complex Team Activity	4	4	6	
8600-402	Managing Equality and Diversity in Own Area e	4	4	12	SS0192-WB2
8600-403	Managing Risk in the Workplace e	4	3	6	SS0201-WB11
8600-404	Delegating Authority in the Workplace	4	3	3	
8600-405	Developing People in the Workplace	4	5	21	
8600-406	Developing Your Leadership Styles	4	4	10	
8600-407	Understanding Financial Management	4	3	12	
8600-408	Management Communication	4	4	18	

*Credit value **Guided learning hours ¹ILM eWorkbooks are available to support unit delivery

eWorkbooks

We offer a range of eWorkbooks on essential leadership and management topics. These interactive resources provide good coverage of the unit learning outcomes, with highly engaging activities that support the learning process and prepare learners to undertake the formal unit assessment.

The following eWorkbooks are available to support delivery of units highlighted with **e** within this qualification:

- SS0192-WB2 Managing inclusively
- SS0193-WB3 Managing staff performance
- SS0195-WB5 Managing meetings
- SS0196-WB6 Managing team conflicts
- SS0197-WB7 Managing change
- SS0199-WB9 Managing projects
- SS0200-WB10 Managing budgets
- SS0201-WB11 Managing risk
- SS0203-WB13 Managing negotiations
- SS0204-WB14 Managing presentations

Find out more: www.i-l-m.com/eworkbooks

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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City & Guilds Limited (Registered Company 16513878) is the Awarding Organisation for ILM qualifications.

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.