



## ILM Level 3

# Diploma for Team Leaders

### Who is this qualification for?

Active or aspirational Team Leaders or Supervisors who must be in a first line management role, with operational/ project responsibilities or responsibilities for managing a team to deliver clearly defined outcomes.

Responsibilities include supporting, managing and developing team members; managing projects; planning and monitoring workloads and resources; delivering operational plans; resolving problems; and building relationships internally and externally.

If this qualification is undertaken as part of an apprenticeship, learners must be active in a Team Leader/ Supervisor, Project Officer, Shift Supervisor, Foreperson, or Shift Manager role.

### Benefits for individuals

- Effectively support and develop individuals and teams to achieving objectives and improve performance
- Develop your skills in building a high-performance team
- Drive your own personal development and develop your ability to manage self and others.

### Benefits for employers

- Target and develop Team Leader learning and development needs in complete alignment with the latest occupational/ apprenticeship standards defined by employers
- Maximise candidates' confidence and readiness for end-point assessment (EPA) if undertaking the Team Leader/ Supervisor Apprenticeship
- Recognise achievement with ILM digital credentials.

### Progression

This qualification supports learner progression onto the following ILM/ City & Guilds qualifications:

- Level 3 Award & Certificate in Effective Coaching/ Mentoring
- Level 5 Certificate & Diploma in Effective Coaching and Mentoring
- ILM Level 4 Award, Certificate and Diploma in Leadership and Management
- ILM Level 4 Award in Leadership
- ILM Level 5 Diploma for Leaders and Managers
- ILM Level 5 Award, Certificate and Diploma in Leadership and Management
- ILM Level 5 Award and Certificate in Leadership

## Qualification overview

### Qualification title

Level 3 Diploma for Team Leaders

### Total qualification time (hours)

472

### Structure

9 units, all mandatory

## Overview of units

To achieve the Level 3 Diploma for Team Leaders, learners must pass all nine units.

Unit number	Unit title	Level	GLH*
8411-320	Team Development and Resource Management	3	60
8411-321	Building a High-Performance Team	3	88
8411-322	Managing Self	3	29
8411-323	Communication and Interpersonal Skills	3	24
8411-324	Organisational Culture and Strategy	3	29
8411-325	Problem Solving and Decision Making	3	43
8411-326	Data Management	3	23
8411-327	Organisational Governance	3	27
8411-328	Project Management	3	22

\*Guided learning hours

## Unit route

Individual units can be undertaken and certificated. Learners will receive a unit certificate for each unit they successfully complete. In order to achieve the full diploma, all units must be completed.

## Assessment

Assessment is by portfolio or assignment.

## e-workbooks

A complete suite of up-to-date e-workbooks are available for all units to support the on-programme teaching and learning.

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### 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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**E** [customer@i-l-m.com](mailto:customer@i-l-m.com)

Or visit our website [i-l-m.com](http://i-l-m.com)

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### 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 to 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.

