

ILM Level 5

Certificate in Business Support



Who is this qualification for?

The Level 5 Certificate in Business Support is ideal for practising business coaches, advisers and consultants. Learners can get recognition for their experience and benchmark their work against the latest thinking and best practice. They will learn how to build excellent relationships, manage change and enhance their professional development.

Benefits for individuals

- Build and maintain productive working relationships with your clients
- Understand the use of effective consulting techniques
- Encourage your business owners to develop their skills, knowledge and confidence, so they can act independently
- Help your clients to analyse their business and plan changes
- Understand the impact of change on a business and help business owners implement changes
- Evaluate the quality of your own practice and monitor your own performance
- Benchmark your work against industry best practice and gain a nationally recognised qualification to accredit your experience.

This qualification comprises three mandatory units. 'Building enterprise support relationships with clients' includes a focus on communicating with clients, appropriate modes of consultation at different stages of the support process and helping clients to develop confidence, knowledge and skills. 'Supporting change in a business enterprise' covers business analysis and change planning and implementation processes, as well as the skills to support people through change. 'Personal professional development' deals with ethical and professional standards, planning your own professional development and getting the most from professional support networks.

Progression

This qualification will provide progression opportunities to other qualifications such as:

- ILM Level 5 Certificate or Diploma in Management
- ILM Level 5 Certificate in Leadership
- ILM Level 5 Diploma in Social Enterprise Support
- ILM Level 5 Certificate or Diploma in Coaching and Mentoring
- ILM Level 7 Certificate or Diploma in Executive Coaching and Mentoring.

Qualification overview

Qualification title	Credit value	Total qualification time	Structure
Level 5 Certificate in Business Support QAN: 600/5999/0	23 credits	230 hours	<ul style="list-style-type: none"> ● Two hour induction ● At least three hours tutorial support ● Three mandatory units*

*Refer to table below for unit details

Rules of combination

- Three mandatory units (total credit value of 23)

Overview of units

Reference	Unit title	Level	CV*	GLH**
8148-506	Personal Professional Development	5	7	14
8148-507	Building Enterprise Support Relationships with Clients	5	8	24
8148-508	Supporting Change in a Business Enterprise	5	8	24

*Credit value **Guided learning hours ***C=Certificate D=Diploma

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.