

## Learner Information Sheet

601/3240/1 ILM Level 3 Diploma in Management (QCF)

### OVERVIEW

#### Type of qualification

This is a combined Vocational Qualification (VRQ) and National Vocational Qualification (NVQ) accredited on the Qualifications and Credit Framework (QCF) designed to support, develop and demonstrate your management competence.

You will gain 55 credits on successful completion of the qualification.

We expect learners to complete this qualification through around 284-371 Guided Learning Hours of study within a maximum period of three years.

#### What does this qualification cover?

As a learner on this qualification you will cover a range of skills required for working effectively in a first line management role. You will be required to demonstrate occupational competence in this area of management. (Please note that the 'first line manager' role may be described differently by different employers.)

You will gain and demonstrate skills in the core areas of first line management through a set of mandatory units and then through a choice of optional units. Completing the units will allow you to experience the different skills required to work within management and leadership positions in organisations.

There are five mandatory units (a total of 31 credits), which cover managing own personal and professional development, managing team performance, principles of leadership and management, principles of people management and principles of business. Learners will then pick up the additional 24 credits from optional unit groups B and C with no more than 7 credits from optional unit group C.

#### Mandatory unit group A

- Manage Personal and Professional Development
- Manage Team Performance
- Principles of Leadership and Management
- Principles of People Management
- Principles of Business

#### Optional unit group B

- Promote Equality, Diversity and Inclusion in the Workplace
- Manage Individuals' Performance
- Manage Individuals' Development in the Workplace
- Chair and Lead Meetings
- Encourage Innovation
- Manage Conflict in a Team
- Procure Products and/or Services
- Implement Change
- Implement and Maintain Business Continuity Plans and Processes
- Collaborate with Other Departments
- Support Remote or Virtual Teams
- Participate in a Project
- Develop and Maintain Professional Networks
- Develop and Implement an Operational Plan
- Encourage Learning and Development

- Discipline and Grievance Management
- Develop Working Relationships with Stakeholders
- Manage Physicals Resources
- Manage the Impact of Work Activities on the Environment
- Prepare for and Support Quality Audits
- Conduct Quality Audits
- Manage a Budget
- Manage a Project
- Manage Business Risk
- Manage Knowledge in an Organisation
- Recruitment, Selection and Induction Practice
- Manage Redundancy and Redeployment

#### Optional unit group C

- Buddy a Colleague to Develop their Skills
- Contribute to the Improvement of Business Performance
- Negotiate in a Business Environment
- Develop a Presentation
- Deliver a Presentation
- Contribute to the Development and Implementation of an Information System
- Resolve Customers' Problems
- Resolve Customer' Complaints
- Gather, Analyse and Interpret Customer Feedback
- Employee Rights and Responsibilities
- Health and Safety Procedures in the Workplace
- Manage Events
- Review the Quality of Customer Service

Additional information is available in the qualification specific Q Card available to download here:

<https://www.i-l-m.com/Information-for-centres/Guides-and-resources>

#### Who could take this qualification?

This qualification is suitable for learners aged 16 years or older who are interested in a career in management.

There are no prior qualification entry requirements for learners wishing to study this qualification although learners are expected to be working with an organisation where they can demonstrate their competence.

This qualification is designed for learner(s) already in work.

#### PROGRESSION FROM THIS QUALIFICATION

##### Employment

Management skills are applicable in all industries and sectors; applicable job titles therefore vary greatly across industries but may include the following key terms:

- First Line Manager
- Project Manager
- Assistant manager

Specific job title examples include:

- Office Manager
- Fabrication Manager within UPVC Workshop
- Production Manager
- Solent NHS Trust Administration Manager
- General Manager
- Sales Manager

### **Further learning at higher level**

On successful completion of the ILM Level 3 Diploma in Management (QCF) you could progress onto the following ILM qualifications:

- 601/3247/4 ILM Level 4 NVQ Diploma in Management (QCF)
- 601/3254/1 ILM Level 5 NVQ Diploma in Management and Leadership (QCF)

You may also be able to progress to similar Ofqual regulated qualifications offered by other awarding organisations.

### **Alternatives to this qualification**

There are no directly equivalent competence/knowledge combined qualifications of larger or smaller size.

## **SUPPORT FOR THIS QUALIFICATION**

### **Employers**

This qualification is supported by a number of employers such as APR Windows, Barchester Healthcare, Solent NHS Trust, British Printing Industries Federation (BPIF) and Hospitality Industry Training (HIT) who use the qualification to demonstrate and ensure the competence and skills of their employees are at the required standards.

This qualification is also supported by Skills CFA who are the standard setting body for Management and Leadership.

### **Higher Education (HEIs)**

This qualification is not suitable for delivery by HEIs and no formal recognition pathways are in place enabling learners to progress to study on a higher education programme of study.

### **Professional bodies**

ILM is a professional membership body for Leadership & Management professionals. Upon commencement of this qualification you will be eligible to become a studying member and upon successful completion would be eligible to apply for ILM membership at either 'Associate member' or 'Member' grade.