

ILM Level 5

Certificate in Leading Quality Improvement



Who is this qualification for?

This qualification is aimed at managers seeking to improve their own performance or lead improvements in their organisation. It is designed to help managers boost efficiency, productivity and performance, and improve quality across the board.

Developed by ILM and Cass Business School, this qualification combines the highest standards in practical management with academic expertise in integrity and ethics. It provides a foundation in leadership and management with particular focus on the importance of culture, values, and integrity, ensuring hands-on experience in the handling of ethical dilemmas.

Benefits for individuals

- Tools and techniques to develop and improve your own leadership performance
- Develop and implement a range of improvement plans
- Promote innovation and change in your organisation
- Manage an effective, efficient team or department.

Benefits for employers

- Empower managers to find and implement improvements
- Build a culture of change and innovation in your organisation
- Motivate managers to take responsibility for their own development
- Drive improvement in your business.

The mandatory unit, 'Improving own leadership performance through action learning', focuses on empowering the learner to review, understand and improve their own performance as a leader.

The optional units cover a range of relevant skills and knowledge, including managing improvement, leading innovation and change, managing for efficiency and effectiveness, and developing operations excellence.

Progression

Successful completion of this qualification can lead to a range of progression options including the following:

- Level 7 Certificate in Leading Quality Management.

Qualification overview

Qualification title	Credit value	Total qualification time	Structure
Level 5 Certificate in Leading Quality Improvement QAN: 600/2265/6	Minimum 18 credits	180 hours	<ul style="list-style-type: none"> Two hour induction At least seven hours tutorial support One mandatory unit* Choice of optional units from Group 2, which contains units at Levels 5 and 6 Minimum of 3 credits from Group 2

*Refer to table below for unit details

Rules of combination

- Two mandatory units (total credit value of 13)

Overview of units

Group 1

Reference	Unit title	Level	CV*	GLH**
8340-500	Improving Own Leadership Performance Through Action Learning	5	15	36

*Credit value **Guided learning hours

Group 2

Reference	Unit title	Level	CV*	GLH**
8340-501	Managing Improvement	5	3	8
8340-502	Leading Innovation and Change	5	5	24
8340-503	Managing for Efficiency and Effectiveness	5	4	18
8340-600	Developing Excellence in Operations	6	6	11
8340-601	Leading Project Implementation	6	12	22

*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.

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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.