

# INSTITUTE OF LEADERSHIP AND MANAGEMENT

## LEVEL 3 FIRST LINE MANAGER QUALIFICATIONS



*On successful completion of any of the 3 programmes in First Line Management outlined below, delegates will receive an Institute of Leadership and Management Award or Certificate. These are nationally-recognised qualifications and link into the NVQ framework.*

### AIMS AND OBJECTIVES

**The ILM Level 3 Award in First Line Management** aims to give practising or potential first line managers the foundation for their formal development in this role. The qualification does this by developing basic management skills and assisting participants in gaining the basic knowledge required at this level.

**The ILM Level 3 Certificate in First Line Management** aims to give practising or potential first line managers the foundation for their formal development in this role. The qualification does this by developing basic management skills and assisting participants in gaining the basic knowledge required by a manager. This qualification builds on the ILM Level 3 Award in First Line Management, and broadens the skills and knowledge in a flexible and practical way. Candidates are not required to undertake the Award as a pre-requisite and may join Certificate programmes directly.

**The ILM Level 3 Diploma in First Line Management** aims to give practising or potential first line managers the widest choice for their formal development in this role. The qualification does this by developing a very wide range of basic management skills and assisting participants in gaining the comprehensive knowledge required by a first line manager. This qualification builds on the ILM Level 3 Award and Certificate in First Line Management, though is more suited to the practising manager, due to the more challenging demands of the programme. Candidates are not required to undertake either the Award or the Certificate as pre-requisites and may join Diploma programmes directly.

### QUALIFICATION OVERVIEW

	<b>Award</b>	<b>Certificate</b>	<b>Diploma</b>
Notional credit value	<ul style="list-style-type: none"> <li>Minimum 5 notional credits</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 20 notional credits</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 37 notional credits</li> </ul>
To be completed within	<ul style="list-style-type: none"> <li>One year</li> </ul>	<ul style="list-style-type: none"> <li>Two years</li> </ul>	<ul style="list-style-type: none"> <li>Three years</li> </ul>
Induction	<ul style="list-style-type: none"> <li>One hour</li> </ul>	<ul style="list-style-type: none"> <li>2 hours</li> </ul>	<ul style="list-style-type: none"> <li>2 hours</li> </ul>
Tutorial support	<ul style="list-style-type: none"> <li>At least 2 hours</li> </ul>	<ul style="list-style-type: none"> <li>At least 4 hours</li> </ul>	<ul style="list-style-type: none"> <li>At least 7 hours</li> </ul>
Structure	<ul style="list-style-type: none"> <li>One mandatory unit with a credit value of 2</li> <li>Optional units with a minimum total credit of 3</li> </ul>	<ul style="list-style-type: none"> <li>Four mandatory units with a combined credit value of 7</li> <li>Optional units with a minimum total credit value of 13</li> </ul>	<ul style="list-style-type: none"> <li>Nine mandatory units with a combined credit value of 13</li> <li>Optional units with a minimum total credit value of 24</li> </ul>
Assessment: Mandatory units	<ul style="list-style-type: none"> <li>Work-based Assignment</li> </ul>	<ul style="list-style-type: none"> <li>Work-based Assignment, plus</li> <li>Change Management Report</li> </ul>	<ul style="list-style-type: none"> <li>Work-based Assignment, plus</li> <li>Change Management Report, plus</li> <li>Innovation Project, plus</li> <li>Presentation</li> </ul>
Assessment: Optional units	Depending on the units selected, a choice of Work-based assignments, Reflective reviews, Knowledge reviews; Role-play/scenarios, Written reports, etc.		

## LIST OF LEVEL 3 FIRST LINE MANAGEMENT UNITS

**M = Mandatory unit**

**Glh = Guided learning hours**

Ref	Unit Title	Glh Mid pt	Rec'd Glh range	Notional Credit Value	Award	Certifi- cate	Diploma
M3.01	Solving problems and making decisions	11	10 - 12	2	M	M	M
M3.02	Understanding change in the workplace	11	10 - 12	2		M	M
M3.03	Planning change in the workplace	11	10 - 12	2		M	M
M3.04	Achieving objectives through time management	7	6 - 8	1		M	M
M3.05	Writing for business	6	5 - 7	1			M
M3.06	Managing creativity and innovation in the workplace	7	6 - 8	1			M
M3.07	Obtaining information for effective management	10	9 -11	2			M
M3.08	Managing customer service	7	6 – 8	1			M
M3.09	Giving briefings and making presentations in the workplace	6	5 - 7	1			M
M3.10	Introduction to leadership	6	5 - 7	2			
M3.11	Building the team	5	4 – 6	1			
M3.12	Motivating to perform in the workplace	10	9 – 11	2			
M3.13	Developing yourself and others	11	10 – 12	2			
M3.14	Managing conflict in the workplace	4	3 - 5	1			
M3.15	Managing stress in the workplace	8	7 – 9	1			
M3.16	Managing the employment relationship	7	6 - 8	2			
M3.17	Recruiting, selecting and inducting new staff in the workplace	10	9 – 11	3			
M3.18	Coaching and training your work team	7	6 – 8	2			
M3.19	Providing quality to customers	6	5 - 7	2			
M3.20	Planning to work efficiently	6	5 - 7	2			
M3.21	Organising and delegating	6	5 - 7	1			
M3.22	Managing projects	7	6 – 8	2			
M3.23	Managing health and safety at work	10	9 – 11	3			
M3.24	Understanding organisations in their context	13	12 – 14	2			
M3.25	Understanding culture and ethics in organisations	7	6 – 9	2			
M3.26	Managing performance	6	5 – 7	1			
M3.27	Working with costs and budgets	7	6 - 8	1			
M3.28	Managing the efficient use of materials	6	5 - 7	1			
M3.29	Managing the effective use of equipment	6	5 - 7	1			
M3.30	Understanding the communication process in the workplace	6	5 - 7	1			
M3.31	Influencing others at work	6	5 - 7	1			
M3.32	Communicating one-to-one at work	9	8 – 10	1			
M3.33	Effective meetings for managers	4	3 – 5	2			
M3.34	Understanding workplace information systems	6	5 - 7	1			
M3.35	Marketing for managers	4	3 - 5	1			

## Typical Award Programme

(We recommend delivery on 1 day per week over a 6-week period)  
Please contact us for an outline of a typical **certificate or diploma** programme.

Week	Date & time 9:15 – 4:30	Unit	Assignment
1	4 Feb	Induction: We tell you all about the programme M3.01 Solving Problems and Making Decisions	
2	11 Feb	M3.01 Solving Problems and Making Decisions	M3.01 Longer Work Based Assignment Handed out
3	18 Feb	M3.10 Building the Team	M3.11 Short Work Based Assignment Handed out
4	25 Feb	M3.04 Achieving Objectives through Time Management	M3.04 Short Work Based Assignment Handed out
5	4 March	M3.21 Organising and Delegating	M3.21 Reflective Review Handed out
6	11 March 9:15 – 12:30	AM only: Review of the Programme + Tutor Support	

M3.01, M3.11, M3.04, M3.21 Assignments: Handed in on dates as agreed