

8000

# ILM Level 2 Qualifications in Leadership and Team Skills



## Who are these qualifications for?

The Award or Certificate in Leadership and Team Skills is ideal for practicing team leaders, helping them become more effective and confident in their role. They also support new or aspiring team leaders – helping them make the transition from working in a team to leading a team.

## Benefits for individuals

- ▶ Learn core leadership and management skills
- ▶ Put these skills into practice in your workplace
- ▶ Improve your team's performance
- ▶ Get a nationally recognised qualification.

## Benefits for employers

- ▶ Motivated and competent team leaders

- ▶ Increased productivity
- ▶ Customise this qualification to suit organisational and individual needs
- ▶ Workplace-based assessment ensures new skills are effectively transferred to the job.

The units in this qualification cover a wide range of skills, knowledge and understanding. These include units that focus on communication, working with people, providing direction and leadership, and getting results – from problem-solving to planning and monitoring workloads.

## Progression

Successful learners will be able to progress to the ILM Level 3 Award or Certificate in Leadership and Management.

## Qualification overview

Qualification title	Credit value	Structure
<b>Level 2 Award in Leadership and Team Skills</b>	Minimum 3 credits Maximum 12 credits	<ul style="list-style-type: none"> <li>▶ One hour induction</li> <li>▶ At least two hours tutorial support</li> <li>▶ Minimum of two units from Group 1*</li> </ul>
<b>Level 2 Certificate in Leadership and Team Skills</b>	Minimum 13 credits Maximum 36 credits	<ul style="list-style-type: none"> <li>▶ One hour induction</li> <li>▶ At least two hours tutorial support</li> <li>▶ Choice of optional units from Groups 1 and 2, where Group 1 contains Level 2 units and Group 2 contains units at Level 3*</li> <li>▶ Maximum of 6 credits from Group 2</li> </ul>

\*Refer to table overleaf for unit details

## Rules of combination

### Award

- ▶ Minimum 3 credits (must be two units), maximum 12 credits
- ▶ All units must be taken from Group 1

### Certificate

- ▶ Minimum 13 credits, maximum 36 credits
- ▶ Choice of units from Groups 1 and 2
- ▶ Maximum of 6 credits from Group 2

## Overview of units

### Group 1

Reference	Unit title	Level	CV*	GLH**
8000-250	Developing Yourself as a Team Leader	2	1	6
8000-251	Improving Performance of the Work Team	2	1	6
8000-252	Planning and Monitoring Work	2	2	8
8000-253	Developing the Work Team	2	1	6
8000-254	Induction and Coaching in the Workplace	2	2	8
8000-255	Meeting Customer Needs	2	2	6
8000-256	Working Within Organisational and Legal Guidelines	2	1	6
8000-257	Providing Quality to Customers	2	1	6
8000-258	Using Information to Solve Problems	2	1	5
8000-259	Understanding the Change in the Workplace	2	2	6
8000-260	Maintaining a Healthy and Safe Working Environment	2	1	8
8000-261	Diversity in the Workplace	2	1	6
8000-262	Using Resources Effectively and Efficiently in the Workplace	2	1	7
8000-263	Communicating With People Outside the Work Team	2	1	6
8000-264	Briefing the Work Team	2	1	6
8000-265	Workplace Communication	2	1	5
8000-266	Workplace Records and Information Systems	2	1	5
8000-267	Business Improvement Techniques	2	2	10
8000-268	Leading Your Work Team	2	2	6
8000-269	Managing Yourself	2	1	4
8000-270	Enterprise Awareness	2	3	18
8000-271	Working with Customers Legally	2	1	5
8000-272	Setting Team Objectives in the Workplace	2	2	6
8000-273	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3
8000-274	Methods of Communicating in the Workplace	2	1	3
8000-275	Satisfying Customer Requirements	2	1	3
8000-276	Understanding Effective Team Working	2	1	3
8000-277	Building an Awareness of Waste Management	2	2	9
8000-279	Understanding Sales in the Workplace	2	2	7
8000-280	Understanding the Implications of Working in an Enterprise	2	3	6

\*Credit value. \*\*Guided learning hours.

## Group 2

Reference	Unit title	Level	CV*	GLH**
8000-300	Solving Problems and Making Decisions	3	2	9
8000-301	Understanding Innovation and Change in an Organisation	3	2	9
8000-307	Giving Briefings and Making Presentations	3	2	4
8000-308	Understanding Leadership	3	2	6
8000-312	Understanding Conflict Management in the Workplace	3	1	4
8000-313	Understanding Stress Management in the Workplace	3	1	7
8000-314	Understanding Discipline in the Workplace	3	1	5
8000-316	Understanding the Induction of New Staff in the Workplace	3	1	3
8000-317	Understanding Training and Coaching in the Workplace	3	2	7
8000-320	Managing Workplace Projects	3	2	7
8000-322	Understand the Organisation and its Context	3	2	7
8000-327	Understanding Negotiation and Networking in the Workplace	3	1	6
8000-337	Understanding Security Measures in the Workplace	3	2	7
8000-339	Understanding Good Practice in Workplace Coaching	3	3	9
8000-340	Undertaking Coaching in the Workplace	3	4	6

### Learning resources

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8600

# ILM Level 3 Qualifications in Leadership and Management



## Who are these qualifications for?

The Level 3 Award, Certificate and Diploma in Leadership and Management are ideal for individuals who have management responsibilities but no formal training, and are serious about developing their abilities. They particularly support practising team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change, budget cuts or other pressures.

## Benefits for individuals

- ▶ Gain a range of key management skills and put them into practice in your own role
- ▶ Build your leadership capabilities – motivate and engage teams, manage relationships confidently
- ▶ Develop your leadership and management skills using your own knowledge, values and motivations.

## Benefits for employers

- ▶ Effective and confident first-line managers
- ▶ Better relationships and communication in teams
- ▶ Proven skills – to get this qualification, managers will need to show that they can transfer their new skills to

your organisation

- ▶ Managers with the tools to develop their own skills and abilities.

The qualifications are made up of a wide range of units covering core management skills – such as understanding how to organise and delegate – plus skills in communication, team leadership, change, innovation and managing people and relationships. This flexibility in unit choice allows the qualification to be tailored to meet the needs of the individual and employer.

## Progression

Successful learners can progress to a range of qualifications including:

- ▶ ILM Level 3 Certificate in Coaching and/or Mentoring
- ▶ ILM Level 3 Certificate or Diploma in Facilities Management
- ▶ ILM Level 3 Certificate in Enterprise and Entrepreneurship
- ▶ ILM Level 4 Award, Certificate or Diploma in Leadership and Management.

## Qualification overview

Qualification title	Credit value	Structure
<b>Level 3 Award in Leadership and Management</b>	Minimum 4 credits Maximum 12 credits	<ul style="list-style-type: none"> <li>▶ One hour induction</li> <li>▶ At least two hours tutorial support</li> <li>▶ All units must be taken from Group 1*</li> <li>▶ Minimum two units</li> </ul>
<b>Level 3 Certificate in Leadership and Management</b>	Minimum 13 credits Maximum 36 credits	<ul style="list-style-type: none"> <li>▶ Two hour induction</li> <li>▶ At least four hours tutorial support</li> <li>▶ Choice of units from Groups 1 and 2, where Group 1 contains Level 3 units and Group 2 contains units at Levels 2 and 4*</li> <li>▶ Maximum of 6 credits from Group 2</li> </ul>
<b>Level 3 Diploma in Leadership and Management</b>	Minimum 37 credits	<ul style="list-style-type: none"> <li>▶ Two hour induction</li> <li>▶ At least seven hours tutorial support</li> <li>▶ Choice of units from Groups 1 and 2, where Group 1 contains Level 3 units and Group 2 contains units at Levels 2 and 4*</li> <li>▶ Maximum of 18 credits from Group 2</li> </ul>

\* Refer to table overleaf for unit details

## Rules of combination

### Award

- ▶ Minimum 4 credits, maximum 12 credits
- ▶ Minimum two units
- ▶ All units must be taken from Group 1

### Certificate

- ▶ Minimum 13 credits, maximum 36 credits
- ▶ Choice of optional units from Groups 1 and 2
- ▶ Maximum of 6 credits from Group 2

### Diploma

- ▶ Minimum 37 credits
- ▶ Choice of optional units from Groups 1 and 2
- ▶ Maximum of 18 credits from Group 2

## Overview of units

### Group 1

Reference	Unit title	Level	CV*	GLH**
8600-300	Solving Problems and Making Decisions	3	2	9
8600-301	Understanding Innovation and Change in an Organisation	3	2	9
8600-302	Planning Change in the Workplace	3	2	9
8600-303	Planning and Allocating Work	3	2	9
8600-304	Writing for Business	3	1	4
8600-305	Contributing to Innovation and Creativity in the Workplace	3	2	9
8600-306	Understanding Customer Service Standards and Requirements	3	2	7
8600-307	Giving Briefings and Making Presentations	3	2	4
8600-308	Understanding Leadership	3	2	6
8600-309	Understand How to Establish an Effective Team	3	1	5
8600-310	Understanding How to Motivate to Improve Performance	3	2	9
8600-311	Developing Yourself and Others	3	2	9
8600-312	Understanding Conflict Management in the Workplace	3	1	4
8600-313	Understanding Stress Management in the Workplace	3	1	7
8600-314	Understanding Discipline in the Workplace	3	1	5
8600-315	Understanding Recruitment and Selection of New Staff in the Workplace	3	2	7
8600-316	Understanding the Induction of New Staff in the Workplace	3	1	3
8600-317	Understanding Training and Coaching in the Workplace	3	2	7
8600-318	Understanding Quality Management in the Workplace	3	2	6
8600-319	Understanding Organising and Delegating in the Workplace	3	1	4
8600-320	Managing Workplace Projects	3	2	7
8600-321	Understanding Health and Safety in the Workplace	3	2	7
8600-322	Understand the Organisation and its Context	3	2	7
8600-323	Understanding Performance Management	3	2	7
8600-324	Understanding Costs and Budgets in an Organisation	3	1	7
8600-325	Understanding How to Manage the Efficient Use of Materials and Equipment	3	2	7
8600-326	Understanding the Communication Process in the Workplace	3	2	7
8600-327	Understanding Negotiation and Networking in the Workplace	3	1	6
8600-328	Understand How to Lead Effective Meetings	3	2	4
8600-329	Understanding Workplace Information Systems	3	1	6
8600-330	Understanding Marketing for Managers	3	1	4
8600-331	Understanding Support Services Operations in an Organisation	3	3	7
8600-332	Understanding Sustainability and Environmental Issues in an Organisation	3	3	10
8600-333	Understanding Procurement and Supplier Management in the Workplace	3	2	7
8600-334	Understanding and Developing Relationships in the Workplace	3	2	8

\* Credit value. \*\* Guided learning hours.

## Group 1 continued

Reference	Unit title	Level	CV*	GLH**
8600-335	Understand How to Manage Contracts and Contractors in the Workplace	3	2	8
8600-336	Understanding Incident Management and Disaster Recovery in the Workplace	3	2	7
8600-337	Understanding Security Measures in the Workplace	3	2	7
8600-338	Understanding How to Manage Remote Workers	3	2	7
8600-339	Understanding Good Practice in Workplace Coaching	3	3	9
8600-340	Understanding Good Practice in Workplace Mentoring	3	3	9
8600-341	Leading and Motivating a Team Effectively	3	2	7
8600-342	Developing Own Leadership Capability Using Action Learning ( <i>Diploma only</i> )	3	10	30

## Group 2

Reference	Unit title	Level	CV*	GLH**
8600-200	Developing Yourself as a Team Leader	2	1	6
8600-201	Improving Performance of the Work Team	2	1	6
8600-202	Planning and Monitoring Work	2	2	8
8600-203	Developing the Work Team	2	1	6
8600-204	Induction and Coaching in the Workplace	2	2	8
8600-205	Meeting Customer Needs	2	2	6
8600-206	Working Within Organisational and Legal Guidelines	2	1	6
8600-207	Providing Quality to Customers	2	1	6
8600-208	Using Information to Solve Problems	2	1	5
8600-209	Understanding Change in the Workplace	2	2	8
8600-210	Maintaining a Healthy and Safe Working Environment	2	1	8
8600-211	Diversity in the Workplace	2	1	6
8600-212	Using Resources Effectively and Efficiently in the Workplace	2	1	7
8600-213	Communicating with People Outside the Work Team	2	1	6
8600-214	Briefing the Work Team	2	1	6
8600-215	Workplace Communication	2	1	5
8600-216	Workplace Records and Information Systems	2	1	5
8600-217	Business Improvement Techniques	2	2	10
8600-218	Leading Your Work Team	2	2	6
8600-219	Managing Yourself	2	1	4
8600-220	Enterprise Awareness	2	3	18
8600-221	Working With Customers Legally	2	1	5
8600-222	Setting Team Objectives in the Workplace	2	2	6
8600-223	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3
8600-224	Methods of Communicating in the Workplace	2	1	3
8600-225	Satisfying Customer Requirements	2	1	3
8600-226	Understanding Effective Team Working	2	1	3
8600-227	Building an Awareness of Waste Management	2	2	9
8600-228	Effectively Selling to Customers	2	1	7
8600-229	Understanding Sales in the Workplace	2	2	7
8600-230	Developing Yourself as an Effective Team Member	2	3	9
8600-400	Understanding the Management Role to Improve Management Performance	4	4	15
8600-401	Planning and Leading a Complex Team Activity	4	4	6
8600-402	Managing Equality and Diversity in Own Area	4	4	12

## Group 2 continued

Reference	Unit title	Level	CV*	GLH**
8600-403	Managing Risk in the Workplace	4	3	6
8600-404	Delegating Authority in the Workplace	4	3	3
8600-405	Developing People in the Workplace	4	5	21
8600-406	Developing Your Leadership Styles	4	4	10
8600-407	Understanding Financial Management	4	3	12
8600-408	Management Communication	4	4	18

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8607

# ILM Level 5 Qualifications in Leadership and Management



## Who are these qualifications for?

The Level 5 Award, Certificate or Diploma in Leadership and Management is designed for practising middle managers, helping them to develop their skills and experience, improve performance and prepare for senior management responsibilities.

## Benefits for individuals

- ▶ Use core management techniques to drive better results
- ▶ Develop your ability to lead, motivate and inspire
- ▶ Provide strategic leadership as well as day-to-day management
- ▶ Benchmark your managerial skills
- ▶ Raise your profile in your organisation.

## Benefits for employers

- ▶ Encourage strategic thinking at this level of management to foster business improvement
- ▶ Engage middle managers with training and development

- this qualification is designed to provide clear, measurable benefits to career-minded professionals
- ▶ Customise this qualification to your development needs.

The qualifications are made up of a broad range of units covering skills in six core areas – working with people, managing yourself and personal skills, providing direction, facilitating innovation and change, achieving results, and using resources. The flexibility in unit choice allows the qualification to be tailored to meet the needs of the individual and employer.

## Progression

This qualification will provide progression opportunities to other qualifications including:

- ▶ ILM Level 5 Extended Diploma in Leadership and Management
- ▶ ILM Level 5 Diploma in Principles of Leadership and Management.

## Qualification overview

Qualification title	Credit value	Structure
<b>Level 5 Award in Leadership and Management</b>	Minimum 6 credits Maximum 12 credits	<ul style="list-style-type: none"> <li>▶ One hour induction</li> <li>▶ At least three hours tutorial support</li> <li>▶ Choice of optional units from Group 1, which contains Level 5 units*</li> <li>▶ Minimum of two units from Group 1</li> <li>▶ All units must be taken from Group 1</li> </ul>
<b>Level 5 Certificate in Leadership and Management</b>	Minimum 13 credits Maximum 36 credits	<ul style="list-style-type: none"> <li>▶ Two hour induction</li> <li>▶ At least seven hours tutorial support</li> <li>▶ Choice of optional units from Groups 1 and 2, where Group 1 contains Level 5 units and Group 2 contains units at Levels 4 and 6*</li> <li>▶ Maximum of 6 credits from Group 2</li> </ul>
<b>Level 5 Diploma in Leadership and Management</b>	Minimum 37 credits	<ul style="list-style-type: none"> <li>▶ Two hour induction</li> <li>▶ At least seven hours tutorial support</li> <li>▶ Choice of optional units from Groups 1 and 2, where Group 1 contains Level 5 units and Group 2 contains units at Levels 4 and 6*</li> <li>▶ Maximum of 18 credits from Group 2</li> </ul>

\*Refer to table overleaf for unit details

## Rules of combination

### Award

- ▶ Minimum 6 credits, maximum 12 credits
- ▶ Minimum of two units from Group 1
- ▶ All units must be taken from Group 1

### Certificate

- ▶ Minimum 13 credits, maximum 36 credits
- ▶ Choice of units from Groups 1 and 2
- ▶ Maximum of 6 credits from Group 2

### Diploma

- ▶ Minimum 37 credits
- ▶ Choice of units from Groups 1 and 2
- ▶ Maximum of 18 credits from Group 2

## Overview of units

### Group 1

Reference	Unit title	Level	CV*	GLH**
8607-501	Managing Improvement	5	3	8
8607-502	Making a Financial Case	5	3	14
8607-503	Developing Critical Thinking	5	4	18
8607-504	Leading Innovation and Change	5	5	24
8607-505	Managing Individual Development	5	4	18
8607-506	Managing Stress and Conflict in the Organisation	5	3	8
8607-507	Understanding the Organisational Environment	5	5	24
8607-508	Understanding Organisational Culture and Ethics	5	3	12
8607-509	Managing Customer Relations	5	3	10
8607-510	Managing for Efficiency and Effectiveness	5	4	18
8607-511	Managing Projects in the Organisation	5	4	18
8607-512	Managing Resources	5	4	12
8607-513	Managing Information	5	4	12
8607-514	Managing Recruitment	5	5	24
8607-515	Managing Work Analysis	5	3	12
8607-516	Analysing and Interpreting Statistics to Inform Management Decisions	5	2	10
8607-517	Understanding the Management of Facilities	5	2	9
8607-518	Making Professional Presentations	5	2	9
8607-519	Developing and Leading Teams to Achieve Organisational Goals and Objectives	5	4	18
8607-520	Assessing Your Own Leadership Capability and Performance	5	6	15
8607-521	Managing Own Continuing Professional Development ( <i>Certificate and Diploma only</i> )	5	15	20
8607-522	Becoming an Effective Leader	5	5	9
8607-523	Preparing to Apply Lean Production and Improvement Methodologies to Operational Problems in Service Delivery	5	8	8
8607-524	Applying Lean Production and Improvement Methodologies to Operational Problems in Service Delivery ( <i>Certificate and Diploma only</i> )	5	11	12
8607-525	Improving and Maintaining the Organisation's Environmental Performance	5	5	14
8607-526	Managing Remote Workers	5	5	12
8607-527	Partnership Working	5	4	10
8607-528	Understanding Governance of Organisations	5	6	18
8607-529	Knowledge and Information Management	5	5	14
8607-530	Understanding the Skills, Principles and Practice of Effective Management Coaching and Mentoring	5	5	18
8607-531	Improving Own Leadership Performance Through Action Learning	5	15	36

\*Credit value. \*\*Guided learning hours.

## Group 2

Reference	Unit title	Level	CV*	GLH**
8607-400	Understanding the Management Role to Improve Management Performance	4	4	15
8607-401	Planning and Leading a Complex Team Activity	4	4	6
8607-402	Managing Equality and Diversity in Own Area	4	4	12
8607-403	Managing Risk in the Workplace	4	3	6
8607-404	Delegating Authority in the Workplace	4	3	3
8607-405	Developing People in the Workplace	4	5	21
8607-406	Developing Your Leadership Styles	4	4	10
8607-407	Understanding Financial Management	4	3	12
8607-408	Management Communication	4	4	18
8607-409	Managing Personal Development ( <i>Diploma only</i> )	4	15	6
8607-410	Managing the Analysis of Secondary Data	4	4	15
8607-411	Managing a Healthy and Safe Environment	4	2	9
8607-412	Managing Meetings	4	3	15
8607-413	Managing Marketing Activities	4	3	15
8607-414	Data Collection and Analysis to Justify Management Decision Making	4	2	10
8607-415	Motivating People in the Workplace	4	2	6
8607-416	Solving Problems by Making Effective Decisions in the Workplace	4	3	14
8607-417	Managing and Implementing Change in the Workplace	4	6	24
8607-418	Understanding the Organisational Culture and Context	4	6	25
8607-419	Understanding Work in Contemporary Society	4	3	8
8607-420	Budgetary Planning and Control	4	3	6
8607-421	Interpreting Financial Statements to Assess Organisational Performance Using Financial Ratios	4	3	6
8607-422	Understanding the Importance of Marketing for an Organisation	4	4	6
8607-423	Using Quantitative Methods to Solve Management Problems	4	6	10
8607-424	Understanding the Economics of the Marketplace	4	6	10
8607-425	Developing Individual Mental Toughness	4	2	5
8607-426	Understanding the Macro Economic Environment ( <i>Diploma only</i> )	4	7	25
8607-427	Developing a Culture to Support Innovation and Improvement	4	3	12
8607-601	Managing Operations Research	6	3	10

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