



## ILM Accredited Qualifications Level 3 Flexible Learning Programme

The People Development Team is one of the UK's leading providers of **Institute of Leadership & Management (ILM)** accredited leadership and management programmes.

Level 3 programmes give practising or potential first line managers the foundation for their formal development in their role.

In February we are running a management development programme that delegates can attend for either 3 or 5 days face to face to achieve a recognised management qualification. The 3 day programme ILM Level 3 Award in Effective Management or a 5 day programme ILM Level 3 Award in First Line Management (Accreditation is optional)

This open programme will be held at our Hert / Essex borders office in Ware, delegates are required to attend the dates dependant upon the qualification they are seeking.



	Award in First Line Management	Award in Effective Management
Day 1 – 8 <sup>th</sup> February 2012	Induction & Introduction to leadership	Induction & Introduction to leadership
Day 2 – 22 <sup>nd</sup> February 2012	Problem solving and decision making	
Day 3 – 29 <sup>th</sup> February 2012	Understanding change in the workplace	Understanding change in the workplace
Day 4 – 7 <sup>th</sup> March 2012	Building the team	
Day 5 – 14 <sup>th</sup> March 2012	Managing performance	Managing performance
Cost	£995 + £104 ILM registration fee*	£775 + £75 ILM registration fee*

	Award in First Line Management	Award in Effective Management
<b>Credit value:</b>	5 credits	5 credits
<b>Minimum guided learning hours:</b>	34 hours	15 hours
<b>Completion within:</b>	1 year	3 years
<b>Induction:</b>	1 hour	1 hour
<b>Minimum tutorial support:</b>	2 hours	1 hour
<b>Assessment - mandatory units:</b>	Work-based assignment	None—no mandatory unit
<b>Assessment - optional units:</b>	Depending on the units selected a choice of: work-based assignments, reflective reviews, knowledge reviews, oral presentations, role-play/scenarios, written reports or tailor-made alternatives.	
<b>Entry requirements:</b>	There are no formal entry requirements but participants will normally be practising or aspiring first line managers with the opportunity to meet the assessment demands and have a background that will enable them to benefit from the programme.	

**Please note:** These ILM Vocationally Related Qualifications (VRQs) are part of the Qualifications and Credit Framework (QCF), applicable in England, Wales and Northern Ireland, providing successful candidates with transferable qualification credits.

\* Registration fee applies if delegates are to be registered with the ILM



## Programme content:

### Introduction to leadership

By the end of the session, delegates will understand:

- the effects of leadership styles or behaviours on individual and group behaviour
- the factors which influence their choice of leadership styles or behaviours in workplace situations
- leadership qualities and how to review their own leadership qualities and potential

### Problem solving and decision making

By the end of the session, delegates will understand:

- how to describe a problem, its nature, scope and impact
- how to gather and interpret information to solve a problem
- how to summarise the options, providing facts and evidence, not just opinion
- simple decision making techniques to evaluate options to arrive at the best solution
- how to plan the implementation and communication of decisions

### Understanding change in the workplace

By the end of the session, delegates will understand:

- the benefits of innovation and change for an organisation
- the barriers to change and innovation and practical ways of overcoming these
- why communication is important in successful implementation of change
- the effects of change on people and finance in an organisation

### Building the team

By the end of the session, delegates will understand:

- how to develop and maintain trust at work
- the behaviours which could develop and maintain trust at work
- why confidentiality is important in building and maintaining trust in the team
- the stages of an established model of group formation
- how a manager could benefit from knowing team members' preferred team roles

### Managing performance

By the end of the session, delegates will understand:

- the role of the first line manager in performance management
- how to set SMART objectives and performance standards for the team
- how to measure performance against agreed standards
- performance improvement techniques available to address underperformance
- how to convert individual potential into team performance