



ILM Accredited Qualifications Level 3: First Line Management

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 aim to give practising or potential first line managers the foundation for their formal development in their role and are available to study at three levels - Award, Certificate or Diploma.

Award

This programme develops basic management skills and assists delegates in gaining the basic knowledge required at this level. The focus is on highly practical, applicable tools.

Certificate

This programme is a more intense exploration into management techniques, building on the Award (not a pre-requisite) and it broadens the skills and knowledge in a flexible and practical way.

Diploma

This programme gives the widest choice for 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 is more suited to the practising manager, due to the more challenging demands of the programme.

Using a flexible unit choice system, we can design a programme that will meet your organisational needs. The Award, Certificate and Diploma all have mandatory units and then you can choose further optional units for your programme (please see overleaf).



	Award	Certificate	Diploma
Credit value:	5 credits	20 credits	37 credits
Minimum guided learning hours:	34 hours	120 hours	220 hours
Completion within:	1 year	2 years	3 years
Induction:	1 hour	2 hours	2 hours
Minimum tutorial support:	2 hours	4 hours	7 hours
Assessment - mandatory units:	Work-based assignment	Work-based assignment Change management report	Work-based assignment Change management report Innovation projects Presentation
Assessment - optional units:	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.		
Entry requirements:	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.



PEOPLE DEVELOPMENT TEAM

ILM Level 3 in First Line Management Unit Choices

Unit Ref	Unit Title	Credit Value	Mandatory Units		
			Award	Certificate	Diploma
M3.01	Solving problems and making decisions	2	•	•	•
M3.02	Understanding change in the workplace	2		•	•
M3.03	Planning change in the workplace	2		•	•
M3.04	Achieving objectives through time management	1		•	•
M3.05	Writing for business	1			•
M3.06	Managing creativity and innovation in the workplace	1			•
M3.07	Obtaining information for effective management	2			•
M3.08	Managing customer service	1			•
M3.09	Giving briefings and making presentations in the workplace	1			•
M3.10	Introduction to leadership	2			
M3.11	Building the team	1			
M3.12	Motivating to perform in the workplace	2			
M3.13	Developing yourself and others	2			
M3.14	Managing conflict in the workplace	1			
M3.15	Managing stress in the workplace	1			
M3.16	Managing the employment relationship	2			
M3.17	Recruiting, selecting and inducting new staff in the workplace	3			
M3.18	Coaching and training your work team	2			
M3.19	Providing quality to customers	2			
M3.20	Planning to work efficiently	2			
M3.21	Organising and delegating	1			
M3.22	Managing projects	2			
M3.24	Understanding organisations in their context	2			
M3.25	Understanding culture and ethics in organisations	2			
M3.26	Managing performance	1			
M3.27	Working with costs and budgets	1			
M3.28	Managing the efficient use of materials	1			
M3.30	Understanding the communication process in the workplace	1			
M3.31	Influencing others at work	1			
M3.32	Communicating one-to-one at work	1			
M3.33	Effective meetings for managers	2			
M3.34	Understanding workplace information systems	1	Please see overleaf for the total credit value required for the Award, Certificate and Diploma.		
M3.35	Marketing for managers	1			