

Management Level 3

Aim

The Institute of Leadership and Management (ILM) level 3 qualification is aimed at First Line Managers or Heads of Departments.

This course aims to train and assess Managers using a broad spectrum of subjects or units, which are key to the development of a First Line Manager. It covers the skills of providing leadership, developing yourself, developing positive working relationships and health and safety management.

It allows Managers to choose specialist optional units, which are aimed at further developing the Management skills such as planning and managing change, managing a project and managing customer service.

Units to be completed:

A total of seven units must be completed to achieve the full qualification.

Mandatory Units

- Manage your own resources and professional development
- Provide leadership in your area of responsibility
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure health and safety requirements are met in your area of responsibility

Optional Units

Learners select 3 optional units

- Promote equality of opportunity and diversity in your area of responsibility
- Encourage innovation in your area of responsibility
- Plan change
- Implement change
- Develop productive working relationship with colleagues
- Recruit , select and keep colleagues
- Provide learning opportunities for colleagues
- Manage a budget
- Manage a project
- Monitor and solve customer service problems
- Work with others to improve customer service

Entry Requirements

There are no formal educational requirements for the ILM Management level 3, but all Managers undertaking the qualification should have the opportunity and experience of managing a team of people.