




Europass certificate supplement (*)

(version August 2008)



1. Title of the certificate ^(en)	
 Institute of Leadership & Management	ILM Level 3 Certificate in First Line Management (500/3585/X)
⁽¹⁾ In the original language	

2. Translated title of the certificate ⁽¹⁾	
⁽¹⁾ If applicable. This translation has no legal status.	

3. Profile of skills and competences	
A typical holder of the certificate is able to:	
<ul style="list-style-type: none">• Solve problems and make decisions• Understand change in the workplace• Plan change in the workplace• Achieve objectives through time management	
plus between six to thirteen of the following units*:	
<ul style="list-style-type: none">• Write for business• Manage creativity and innovation in the workplace• Obtain information for effective management• Manage customer service• Give briefings and make presentations in the workplace• Understand leadership and leadership qualities• Build the team• Motivate others to perform in the workplace• Develop self and others• Manage conflict in the workplace• Manage stress in the workplace• Manage the employment relationship• Recruit, select and induct new staff in the workplace• Coach and train the work team• Provide quality to customers• Plan to work efficiently• Organise and delegate• Manage projects• Manage health and safety at work• Understand organisations in their context• Understand culture and ethics in organisations• Manage performance• Work with costs and budgets• Manage the efficient use of materials• Manage the effective use of equipment• Understand the communication process in the workplace• Influence others at work• Communicate one-to-one at work• Know how to manage and contribute to a meeting• Understand workplace information systems• Understand basic marketing concepts.	
<small>*For the list of units achieved, please refer to the original certificate which was issued to the learner on successful completion of the qualification.</small>	

4. Range of occupations accessible to the holder of the certificate ⁽¹⁾	
<ul style="list-style-type: none">• First Line Manager in a variety of occupations.	
<small>Note: the above is an example only, other occupations may also be accessible to holders of the certificate.</small>	
⁽¹⁾ If applicable	

5. Official basis of the certificate

<p>Name and status of the body awarding the certificate</p> <p>Institute of Leadership & Management 1 Giltspur Street London EC1A 9DD United Kingdom T +44 (0)1543 266867 F +44 (0)1543 266893 http://www.i-l-m.com</p> <p>ILM was established in 2001 as a result of a merger between the National Examining Board for Supervision and Management (NEBSM) and the Institute of Supervision and Management (ISM). ILM is both a company limited by guarantee (no. 601049) and a registered charity (no. 248226).</p> <p>ILM is accredited as an awarding body by the Office of the Qualifications and Examinations Regulator (Ofqual) and the Scottish Qualifications Authority (SQA) to offer qualifications.</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate</p> <p>Office of the Qualifications and Examinations Regulator (Ofqual) Spring Place Coventry Business Park Herald Avenue Coventry CV5 6UB England T +44 (0)300 303 3344 F +44 (0)300 303 3348 http://www.ofqual.gov.uk</p> <p>Under the Qualifications and Credit Framework (QCF), learners can accumulate credits which allow them to claim an 'Award', a 'Certificate' or a 'Diploma', depending on the number of credits achieved. An 'Award' is issued on completion of less than 12 credits, a 'Certificate' requires 13-36 credits, while 37 credits or more lead to a 'Diploma'.</p>
<p>Level of the certificate (national or international)</p> <p>Level 3 – Qualifications and Credit Framework (QCF)</p> <p>Level 5 – National Qualifications Authority of Ireland (NQAI)</p> <p>Level 6 – Scottish Credit and Qualifications Framework (SCQF)</p>	<p>Grading scale/Pass requirements</p> <p>Assignments are marked by the centre or ILM and are graded 'Pass', 'Refer' or 'Fail'.</p> <p>The overall qualification is not graded. A certificate will only be awarded on successful completion of the required number of units.</p>
<p>Access to next level of education/training</p> <p>We consider the following options to be relevant progression routes from this qualification:</p> <ul style="list-style-type: none"> • Level 3 Diploma in First Line Management (500/3587/3) • Level 3 S/NVQ in Management (100/5300/1) • Level 4 S/NVQ in Management (100/5301/3) • Level 4 Award in Management (500/3599/X) • Higher/further education • Employment. 	<p>International agreements</p>
<p>Legal basis</p> <p>Not applicable.</p>	

6. Officially recognised ways of acquiring the certificate

<p>This qualification can only be offered by an institution/provider ('centre') that has been approved by ILM and therefore meets its quality requirements for staff and centre resources and is subject to regular checks.</p> <p>The following assessment methods are used:</p> <ul style="list-style-type: none"> • Ongoing assessments carried out by the centre • Final assessments which may include work-based assignments, reflective reviews, knowledge reviews, oral presentations, role-play and written reports. <p>All assessment practice is quality assured by ILM verifiers.</p> <p>The vocational education and training is a combination of work based and/or realistic working environment based activities.</p> <p>The recommended minimum Guided Learning Hours (GLHs) for this qualification are 120 hours.</p> <p>Entry requirements</p> <p>ILM exercises a policy of open access and does not set formal entry requirements for its qualifications. Centres are however required to ensure that learners are registered for a programme of study and examination at the appropriate level.</p> <p>More information (including a description of the national qualifications system) available at: www.naric.org.uk.</p> <p>National reference point: www.uknarp.org.uk.</p>
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(*) Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers. More information available at: <http://europass.cedefop.eu.int>.

