



# ILM IQUAL AWARD IN FIRST LINE MANAGEMENT



ILM/IQ/AIFLM/0310

## Introducing the qualification

ILM's suite of international management qualifications are designed to support and recognise the development of potential and experienced managers at all levels, and to help them to progress in their chosen careers.

The Award in First Line Management is aimed at those moving into, or just starting out in first line management, and provides a good foundation for this role. It comprises one mandatory unit, which covers essential skills in problem solving and decision making. You can then select from a wide range of optional units, which enable you to build the qualification that meets your specific needs and circumstances. Subject areas include team building, creativity and innovation and managing budgets and resources.

### Progression

As you progress in your career there are a number of ILM qualifications that can help you in your new role, recognise your knowledge and achievements and prepare you for your next move. On completion of this Award you can progress to the IQual Certificate in Middle Management.

## Qualification overview

|                           | <b>ILM IQual Award in First Line Management</b>   |
|---------------------------|---|
| <b>Credit value*</b>      | <ul style="list-style-type: none"><li>• Minimum 5 credits</li></ul>   |
| <b>Guided learning</b>    | <ul style="list-style-type: none"><li>• Minimum of 24 hours</li></ul>   |
| <b>Duration</b>           | <ul style="list-style-type: none"><li>• Completion within three years</li></ul>   |
| <b>Structure</b>          | <ul style="list-style-type: none"><li>• Induction – one hour</li><li>• Tutorial support – at least two hours</li><li>• One mandatory unit with a credit value of 2</li><li>• Selected optional units with a total minimum credit value of 3</li></ul> |
| <b>Assessment</b>         | <p>The mandatory unit is assessed through a workbased assignment.</p> <p>Assessment of optional units is through reflective review, case studies, oral briefings, short answer questions or workbased assignments, depending on the units chosen.</p> |
| <b>Entry requirements</b> | <p>There are no formal entry requirements, but you will need to be in a position to generate evidence to demonstrate competence against the standards.</p>  |

### \* Credit value

The term 'credit' in all ILM International Qualifications provides an indication of learning time, where one credit is approximately 10 hours. Learning time includes the average time it takes a learner to complete the learning outcomes. This could include tutorial time, group work, private study, reading, research, practical learning, work-based learning and assessment.

Please note 'credit' on ILM IQuals does not refer to qualification credit in the UK or other qualification frameworks. Successful IQual learners may transfer their IQual into a UK qualification through a Recognition of Prior Learning process. Please contact your local City & Guilds or ILM office for further information.



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## Overview of units

| Ref   | Unit title   | CV* | M** |
|-------|--|-----|-----|
| M3.01 | Solving problems and making decisions                          | 2   | A   |
| 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   |     |
| M3.23 | Managing health and safety at work                             | 3   |     |
| 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   |     |
| M3.29 | Managing the effective use of equipment                        | 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   |     |
| M3.35 | Marketing for managers   | 1   |     |

\* Credit value

\*\* Mandatory. Learners must complete the associated mandatory unit for their qualification, marked 'A' = Award, then choose the remaining units to make up the required minimum credit value of 5

## Learning resources

There are a range of support materials for ILM qualifications, for full details browse online at [www.i-l-m.com/shop](http://www.i-l-m.com/shop). The following are among those suitable for the ILM IQual Award in First Line Management:

- *ILM Super Series* – the best-selling text-based open learning material, providing a direct match to each unit, in a 'one workbook/one unit' format
- *Unit Assessments* – these ready-to-use assessments, available at all levels, complete with mark sheets are available for purchase or download
- *Online tools* – including e-learning and support material

## ILM membership

All learners gain free studying membership of ILM for one year. Designed to help candidates get the most from their course and advance their management career, studying membership gives access to a wide range of specialist support and development materials and services. Learners activate their ILM studying membership online at [www.i-l-m.com/activate](http://www.i-l-m.com/activate) and can upgrade any time to professional membership – gaining an additional range of membership services and the use of post nominal letters (eg AInstLM).

## Contact ILM [www.i-l-m.com](http://www.i-l-m.com)

The ILM Qualification and Membership teams are dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

For information on any aspect of ILM qualifications and learning resources contact **+44 (0)1543 266867** or email **customer@i-l-m.com**

For information on ILM membership contact **+44 (0)1543 266886** or email **membership@i-l-m.com**

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