



ILM LEVEL 3 DIPLOMA IN LEADERSHIP AND MANAGEMENT

ILM/L3DLM/V2/0911

Introducing the qualification

The ILM Level 3 Diploma in Leadership and Management has been specially designed for first line managers looking to develop a wide range of management and leadership skills suitable for their role. The qualification also develops both understanding and application of leadership skills through the use of action learning.

The Diploma consists of six mandatory units 'Understanding change', 'Planning change', 'Time management', 'An introduction to leadership', 'Effective team leading' and 'Developing leadership capability'. Participants then complete the qualification with a range of optional units that combine to a minimum credit value of 18.

From 'Managing customer service' to 'Effective meetings for managers', the ILM Diploma in Leadership and Management can be tailored to meet the varying needs of participants across all employment sectors.

Qualification overview

Level 3 Diploma in Leadership and Management	
Credit value	<ul style="list-style-type: none">• Minimum 37 credits
Guided learning	<ul style="list-style-type: none">• Minimum 150 hours
Duration	<ul style="list-style-type: none">• Completion within three years
Structure	<ul style="list-style-type: none">• Induction – two hours• Tutorial support – at least ten hours• Six mandatory units with a combined credit value of 19• Optional units with a minimum total credit value of 18
Assessment – mandatory units	<ul style="list-style-type: none">• Work-based assignment, plus• Change management report, plus• Reflective review, plus• Leadership action plan and learning log
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 centre-devised alternatives
Entry requirements	There are no formal entry requirements but participants will normally be either 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 credit.



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Overview of units

Ref	Unit title	CV*	Mandatory
M3.01	Solving problems and making decisions	2	
M3.02	Understanding change in the workplace	2	D
M3.03	Planning change in the workplace	2	D
M3.04	Achieving objectives through time management	1	D
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	D
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	
M3.36	Leading a team effectively	2	D
M3.37	Developing own leadership capability using action learning	10	D

* Credit value

Candidates must complete the associated mandatory units, marked D = Diploma, then choose from the remaining units to make up the required minimum credit value – check with your centre for further advice.

Learning resources

There is a range of materials available to support ILM qualifications, for full details browse online at www.i-l-m.com/shop.

The following are suitable for the ILM Level 3 Diploma in Leadership and Management:

- *ILM Super Series 5* (published by Elsevier, April 2007) A fully revised fifth edition of this text-based open learning material which provides a direct match to many of the units
- **Unit assessments.** A range of ready-to-use assessments, complete with mark sheets, covering units and clusters of units

ILM membership

All learners can gain free development support for six months with our Trial Membership package. ILM membership brings access to a wide range of online resources, news and information that have been specially selected to support management learning and development. It's the ideal way to help learners get the most from their ILM programme and support their management career.

Learners can simply visit www.i-l-m.com/activate and start their free Trial Membership anytime.

Contact ILM 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 **01543 266867** or email **customer@i-l-m.com**

For information on ILM membership contact **01543 266886** or email **membership@i-l-m.com**

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