



ILM LEVEL 3 NVQ CERTIFICATE IN MANAGEMENT



ILM/L3NCIM/V5/0211

Introducing the qualification

The ILM Level 3 NVQ Certificate in Management is ideal for first line managers with a range of responsibilities including: allocating work to team members/colleagues/contractors, achieving specific results, managing financial and physical resources and some degree of decision making. The qualification aims to give learners an opportunity to develop their management performance, become more effective and to progress their career.

All of ILM's new NVQs are part of the Qualifications and Credit Framework (QCF), applicable in England, Wales and Northern Ireland, providing successful learners with transferable unit credit.

Learners take three mandatory units focusing on planning and allocating work for the team, managing personal development, setting objectives and supporting team members. They then choose from a diverse range of optional units to complete the qualification, tailoring their learning to meet their individual and organisational needs.

Qualification overview

	ILM Level 3 NVQ Certificate in Management 501/0624/7
Credit value	Minimum 25
Guided learning hours	Minimum 123 hours, maximum 168 hours
Structure	<ul style="list-style-type: none">• Induction – one hour• Tutorial support – at least two hours• Three mandatory units from Group A with a credit value of 14• Optional units from Group B with a credit value of 11
Assessment	ILM NVQs are assessed using evidence from the workplace. This could include observation, professional discussion, questioning/interviews/witness testimony, physical products of work (such as plans, reports, correspondence etc) or other methods allowed within the QCF. Please note simulation is not allowed.
Entry requirements	There are no formal entry requirements however learners: <ul style="list-style-type: none">• will undertake an initial assessment to determine the appropriate NVQ level and optional units• should normally be employed in a team leading role to gather evidence from the workplace for assessment• who are not currently in employment may be able to join the qualification if they are able to gather evidence of recent first line management experience in a paid or voluntary capacity from within a period of three years of registration.
Duration	Completion within three years



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Overview of units

Level	Unit title	CV*
Mandatory Group A		
3	Manage own professional development within an organisation	4
3	Set objectives and provide support for team members	5
3	Plan, allocate and monitor work of the team	5
Optional Group B		
2	Manage personal development	4
4	Develop, maintain and review personal networks	4
4	Manage risk in own area of responsibility	4
4	Review risk management processes in own area of responsibility	3
3	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	4
4	Provide leadership and direction for own area of responsibility	5
4	Ensure compliance with legal, regulatory, ethical and social requirements	5
3	Support team members in identifying, developing and implementing new ideas	4
4	Implement Change in own area of responsibility	6
2	Develop working relationships with colleagues	3
3	Manage conflict in a team	3
3	Lead and manage meetings	4
2	Participate in meetings	2
4	Support individuals to develop and take responsibility for their performance	4
4	Know how to follow disciplinary procedures	4
4	Managing grievance procedures	3
4	Support the management of redundancies in own area of responsibility	3
4	Develop working relationships with colleagues and stakeholders	4
5	Recruit staff in own area of responsibility	4
4	Plan, allocate and monitor work in own area of responsibility	5
4	Support learning and development within own area of responsibility	5
4	Address performance problems affecting team members	3
4	Build, support and manage a team	4
3	Make effective decisions	3
2	Communicate information and knowledge	3
3	Manage knowledge in own area of responsibility	4
3	Procure supplies	2
4	Manage a tendering process	4
4	Develop and implement a risk assessment plan in own area of responsibility	6
4	Manage physical resources	3
4	Manage the environmental impact of work activities	5
4	Plan and manage a project	8
4	Manage the achievement of customer satisfaction	5
4	Prepare for and support quality audits	4
3	Manage customer service in own area of responsibility	4
4	Develop and implement marketing plans	6
4	Analyse the market in which your organisation operates	5

* Credit value. To gain the qualification learners must complete all the units in Group A plus a selection of optional units from Group B. Please see the structure section overleaf for details.

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 workbooks are suitable for the ILM Level 3 NVQ Certificate in Management:

- *ILM Super Series 5* (published by Elsevier)

A fully revised fifth edition of this text-based open learning material which contains easy-to-follow workbooks featuring case studies, activities and questions to support the learner

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

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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