

Institute of Leadership and Management (ILM)



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WHY DLC TRAINING

We are the UK's leading provider of distance learning courses. Renowned for our industry expertise, unrivalled support packages and our unparalleled dedication to each and every learner.

Choosing the right training provider is just as important as choosing the right qualification to study - which is why at DLC Training we work closely with you to ensure your specific training requirements and preferences are met with our highly flexible courses.

98.6%
PASS RATE

Our 98.6% pass rate highlights the benefits of studying with DLC Training



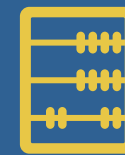
Expert Advisors

From your first discussion with the team, our Expert ILM Advisors will assist you with choosing the right course for you.



Fully Supported Learning

With your own ILM qualified Tutor to contact at anytime, and our friendly student support team, we're confident we can guarantee your success



Flexible Study and Payment

We offer the widest range of ILM units available via Distance Learning, giving you the opportunity to tailor the qualification, and with interest-free monthly payment plans beginning your studies couldn't be easier.



ILM: The gold standard in leadership and management

The Institute of Leadership and Management are the UK's largest management body. Specialising in raising and setting the standards of learning and management within the workplace, they combine industry leading qualifications with specialist member services designed to improve the understanding and skill sets of those in the industry, from novice team leaders to experienced senior managers.

ILM Qualifications are nationally recognised over

750,000 MANAGERS

have benefited from an ILM qualification in the past ten years, while

35,000 MANAGERS ARE ILM MEMBERS.



ILM Membership

You'll become a student member of ILM for the duration of your studies, giving you access to a wealth of ILM e-learning resources, books, magazine and networking events.

Being a member of ILM will help you in completing your studies, your personal development and standing out from the crowd.

Your Membership Includes:

- Access to a wealth of ILM e-learning resources
- ILM recommended reading
- First sight of ILM reports and surveys
- Networking opportunities both online and meet up events
- Support from noted professionals across the industry



YOUR STUDENT JOURNEY

...

Get expert advice and begin your studies...

Whether you've decided on a course, or you're still researching your options, we'd recommend speaking with our expert ILM advisors. The team are trained by the Institute, and will take the time to understand your current experience, education level and career goals to provide you with a tailored recommendation of the most suitable course for you.

Study at your own pace, in your own time and in the comfort of your own home...

You can begin your studies whenever you choose, completing the course at any pace within the support period - you even have the option to extend your studies if you need additional time. All material will be delivered to your doorstep, with additional resources available on our learning platform - giving you the flexibility to study at any time.

Keep track of your progression and receive feedback every step of the way...

We provide you with progress checks throughout your course, helping both you and your Tutor know exactly how you're doing. Each unit is assessed by one written submission, uploaded to the Learning Platform in your own time. Your Tutor will provide you with feedback, and guidance, with the opportunity to re-submit your work, if necessary.

Unlimited support from your dedicated Tutor & Student Support team...

From the moment you enrol with DLC Training, you'll receive one to one support and guidance from our Enrolments and Student Support team, making embarking on a qualification even easier. Throughout your studies, you'll be supported by an ILM accredited Tutor - selected carefully onto suit the units and level you're enrolled to, available to speak with you over the phone, by email or through our direct messaging system.

Achieve your goals with DLC Training...

An ILM qualification is the ideal way to achieve career success. From the ease of enrolment, and flexibility in our courses, to the industry expertise on hand to share their experience and understanding of the industry, we guarantee to provide our students with an outstanding learning journey.



ILM Leadership and Management – Which level is right for you?

Whether you're beginning your development into a career in Management, or you are already established in a Management position and are looking to further your knowledge, we offer a qualification to suit all circumstances. Use our handy guide below to identify the right level of study - and remember, our team of expert ILM advisors are on hand over the phone, by email or through livechat to support you in deciding on this.



For practicing or aspiring team leaders, with no/minimal experience

[VIEW COURSE](#)



For junior managers, or supervisors, with experience but no formal training, or those with a Level 2 equivalent course

[VIEW COURSE](#)



For first-line managers, looking to lead a larger team and develop into middle management roles, or develop from a Level 3 equivalent course

[VIEW COURSE](#)



For middle managers, with considerable experience looking to develop strategic skills, or those who have achieved a Level 4 equivalent course

[VIEW COURSE](#)



ILM Level 2 Leadership and Team Skills Award, Certificate

What will I gain?

The aim of the ILM Level 2 course is to provide you with the understanding and knowledge needed to develop the core management skills that are vital in today's dynamic business environment.

It will enable you to communicate clearly and confidently, engage and support your team, build positive and productive working relationships and take control of your personal development.

Is this level right for me?

The Level 2 is designed to support those starting out in their management career, who want to develop skills in leadership and self-management. This course is also ideal for those established within a team and heading towards a promotion to team leader, or new team leaders looking to develop core skills, and knowledge to further enhance their ability to lead, organise and motivate a team.

Entry Requirements

You don't need any formal qualifications or experience to enrol on this course. You must have access to the Internet, and be proficient in English.

Passing the course, whats involved?

The ILM Level 2 Award and Certificates are gained through building up credits from unit groups to ensure the course suits each individual learners requirements and training needs. You can build credits to achieve the full Certificate, or if you preferred, complete the Award with the option to progress at a later date.

Learners need to complete a minimum number of credits to achieve the courses (as shown below), if completing the Award qualification you MUST complete 2 units.

AWARD
3 credits

CERTIFICATE
13 credits

COURSE DURATION
Award - 6 Months
Certificate - 12 Months

**FLEXIBLE
PAYMENT
OPTIONS**

AWARD

Deposit £61

Monthly Payments 12 x **£44**

Total Fee **£589**

CERTIFICATE

Deposit £105

Monthly Payments 12 x **£77**

Total Fee **£1,029**





ILM Level 2 Leadership and Team Skills Award, Certificate

Unit Breakdown



1 Credit Units

Developing Yourself as a Team Leader

- The role and responsibilities of the team leader
- Seek feedback on workplace performance to identify strengths, weaknesses and areas for improvement

Developing the Work Team

- Understand the nature of teams
- Explain how teams differ from groups in the workplace
- Understand the advantages and disadvantages of team working
- Identify the responsibilities of team members

Briefing the Work Team

- Understand how to plan for a team briefing
- Be able to deliver a team briefing
- Be able to report back on a team briefing

Using Information to Solve Problems

- Be able to use information to solve problems
- Use different methods to gather and/or retrieve information involving the team to help solve the problem
- Apply a recognised technique to solve the problem

Workplace Communication

- Understand the importance of effective communication
- Understand methods of communication
- Understand the importance of maintaining accurate records of communication

Using Resources Effectively and Efficiently in the Workplace

- Understand the importance of using resources effectively and efficiently in the workplace
- Explain why it is important to have sufficient levels of materials and labour in the workplace
- Explain how to ensure the safe and effective use of resources within the team

Improving Performance of the Work Team

- Understand the organisation's requirements in relation to team performance
- Understand how to address under-performance
- The role of motivation in improving performance

Diversity in the Workplace

- Contributing to a positive workplace environment
- Explain how a team leader can promote equality & diversity in the team
- Understand how to deal with difficulties arising from diverse individuals

Managing Yourself

- Know how to use effective personal time management to achieve team goals
- Identify strengths and weaknesses in time management
- Know how to manage own stress

Satisfying Customer Requirements

- Know how to satisfy customer requirements
- Explain how service level agreements and customer satisfaction levels are set and monitored
- Identify internal and external customers

Understanding Effective Team Working

- Understand effective working teams
- Identify possible barriers to effective team working
- Explain how to create and maintain an effective team

Providing Quality to Customers

- The importance of quality within the organisation
- Outline a quality system relevant to the organisation
- Know how to deliver quality within the organisation

Maintaining a Healthy and Safe Working Environment

- Understand responsibilities for health and safety
- Explain how to communicate health & safety requirements to a team
- Know how to conduct a risk assessment of the team's work environment

Gathering, Interpreting and Utilising Data in the Workplace

- Know how to gather and interpret data for action
- Explain how to select the appropriate data for the identified purpose
- Describe how to use the data effectively for the identified purpose

Working within Organisational and Legal Guidelines

- Understand employees legal rights
- Outline parts of organisational policy that cover employee rights & responsibilities
- Understand organisational disciplinary and grievance procedure

Methods of Communicating in the Workplace

- Understand the importance of effective communication
- Outline the possible impacts of poor communication
- Understand how to use methods to communicate effectively
- Identify barriers to communication and how these could be overcome

Working with Customers Legally

- Understand the customer's rights in line with current UK legislation
- Understand the responsibilities of the team in line with organisational policy
- Understand the organisation's complaints procedure

Workplace Records and Information Systems

- Understand the reasons for keeping records within an organisation
- Understand how data and information is stored, indexed and retrieved
- Understand the importance of ensuring the confidentiality and security of records

Communicating with People Outside the Work Team

- Understand the importance of effective communication with people outside the team
- Give examples of the methods of communicating with those outside of team
- Understand how to present a positive impression to those outside the team





**ILM Level 2
Leadership and Team Skills
Award, Certificate**

Unit Breakdown →



2 Credit Units

Planning and Monitoring Work

- Understand how to work within organisational guidelines to achieve team goals
- Understand how to plan and allocate work
- How to monitor a team's performance against the plan

Induction and Coaching in the Workplace

- Describe the benefits of induction
- Understand how to integrate new members in the team
- Know how to coach individuals in the team

Understanding the Change in the Workplace

- Understand change in the workplace
- Understand internal or external reasons or factors for change in the workplace
- Know how to support the implementation of change in the workplace

Leading Your Work Team

- Understand the difference between leadership and management
- Explain why leadership is important within own team
- Understand a range of leadership styles, their benefits and potential impact on individuals and performance

Business Improvement Techniques

- Understand the importance of continuous quality and performance improvement within the workplace
- Know how to use business improvement tools and techniques to continuously improve the workplace
- Know how to communicate the benefits of the identified improvement for implementation

Setting Team Objectives in the Workplace

- Understand methods of time management.
- Be able to set, prioritise and monitor SMART objectives for the team
- Be able to assess achievement of workplace objectives

Meeting Customer Needs

- Understand customer care and benefits of good customer care
- Know how to meet customer needs
- Understand the importance of collecting, storing and interpreting customer feedback

3 Credit Units

Enterprise Awareness

- Understand the enterprise environment
- Understand finance and enterprise
- Understand resources within enterprise
- Understand customer focus





ILM Level 3 Leadership and Management Award, Certificate, Diploma

What will I gain?

The aim of the ILM Level 3 qualification is to support you in developing your foundational leadership skills using your own knowledge, values and motivations. It will support you in becoming a confident manager, with the ability to motivate and engage your team, manage relationships and identify the correct way to implement your newly acquired skills into your working role.

You'll develop a range of key management skills, including organisation and delegation, as well as how to lead meetings, motivate your team and plan for change in your department/organisation.

Is this level right for me?

The Level 3 is designed for those who have management responsibilities, but would like to formalise this with an accredited qualification. If you're ready to take the next step and progress from a team leader position, this is the perfect course to develop new skills and understanding.

Entry Requirements

You don't need any formal qualifications or experience to enrol on this course. You must have access to the Internet, and be proficient in English. It is recommended that students embarking on this course would have either a Level 2 qualification, or equivalent experience.

Passing the course, what's involved?

The ILM Level 3 Awards, Certificates and Diplomas are gained through building up credits from unit groups to ensure the course suits each individual learners requirements and training needs. You can build credits to achieve the full Diploma, or if you prefer, you can complete the Award/Certificate with the option to progress at a later date.

Learners need to complete a minimum number of credits to achieve the courses (as shown below), if completing the Award qualification you MUST complete 2 units.

AWARD

4 credits

CERTIFICATE

13 credits

DIPLOMA

37 credits

COURSE DURATION

Award - 6 Months
Certificate - 12 Months
Diploma - 24 Months

FLEXIBLE PAYMENT OPTIONS

AWARD

Deposit £72

Monthly Payments 12 x **£52.25**

Total Fee **£699**

CERTIFICATE

Deposit £127

Monthly Payments 12 x **£93.50**

Total Fee **£1249**

DIPLOMA

Deposit £247

Monthly Payments 12 x **£183.50**

Total Fee **£2,449**





ILM Level 3 Leadership and Management Award, Certificate, Diploma

Unit Breakdown



1 Credit Units

Writing for Business

- Know how to write for business
- Use effective and appropriate tone, language and level of formality to meet specified standards when writing for a business purpose
- Incorporate basic statistics and visual material in the content or in an appendix

Understand How to Establish an Effective Team

- Understand how to develop and maintain effective working relationships
- Describe behaviours which could develop and maintain trust at work
- Understand how to build a team
- Describe the stages of an established model of group formation

Understanding Conflict Management in the Workplace

- Understand conflict management in the workplace
- Explain the effects of conflict on individual and team performance at work
- Describe how a manager could promote a positive atmosphere in order to minimise the adverse effects of conflict

Understanding Discipline in the Workplace

- Understand the legal aspects and organisational policy relating to discipline in the workplace
- Identify an organisation's employment policies and procedures that could guide the manager in dealing with disciplinary issues
- Understand how to monitor discipline in the workplace
- Identify the interpersonal behaviour and support skills required by a manager to monitor discipline in the workplace

Understanding Workplace Information Systems

- Understand the need to maintain information systems.
- Identify records which are included under relevant legislation
- Understand the use and application of IT applications for information systems in an organisation
- Describe how data used to manage workplace information is backed up in the organisation

Understanding Organising and Delegating in the Workplace

- Understand how to organise people to achieve objectives
- Explain how to identify the appropriate person for an activity in the workplace
- Understand how to delegate to achieve workplace objectives
- Explain a technique that could be used to monitor the outcomes of delegation in the workplace

Understanding Stress Management in the Workplace

- Know how to manage stress in the workplace
- Explain a practical stress management technique
- Understand how to support individuals in the team and minimise stress in others
- Explain how and when to provide advice, mentoring or counseling to support individuals in the workplace

Understanding Costs and Budgets in an Organisation

- Understand budgets within an organisation
- Describe a method to monitor variance between actual and budgeted performance
- Understand costs within an organisation
- Describe mechanisms in the organisation to maintain control of costs

Understanding Negotiation and Networking in the Workplace

- Know how to influence and negotiate with others to achieve objectives
- Describe how to reduce resistance and minimise conflict to achieve a win-win situation in the workplace during negotiations
- Understand the value of networking
- Describe methods to establish and maintain effective professional relationships with the identified network

Understanding Marketing for Managers

- Understand basic marketing concepts
- Identify key elements of an organisations marketing strategy
- Understand the marketing context
- Organisational SWOT analysis in the marketing context

Understanding the Induction of New Staff in the Workplace

- Understand the induction process
- Describe which legal aspects should be included in an organisation's induction process
- Understand the effectiveness of an induction process
- Explain how an induction process could be evaluated





ILM Level 3 Leadership and Management Award, Certificate, Diploma

Unit Breakdown



2 Credit Units

Understanding Quality Management in the Workplace

- Understand the importance of quality management within the workplace
- Explain the difference between design quality standards and process quality standards
- Understand how quality is delivered within the workplace
- Describe records for maintaining quality in the workplace

Managing Workplace Projects

- Know how to manage a simple workplace project
- Use a project evaluation technique to evaluate the project
- Understand the financial and non-financial implications of a workplace project
- Identify wider non-financial implications that can result from the workplace project

Understand the Organisation and its Context

- Understand the organisation as an entity
- Describe the roles and responsibilities of managers at different levels of an organisation
- Understand the context within which the organisation operates
- Prepare a PESTLE analysis of an organisation

Understand How to Lead Effective Meetings

- Understand how to prepare and plan a meeting
- Describe how to prepare prior to a meeting
- Understand how to manage a meeting
- Explain the purposes of minutes and action plans

Developing Yourself and Others

- Know how to identify development needs
- Identify potential barriers to learning
- Explain how barriers to learning can be overcome
- Know how to develop self and others to achieve organisational objectives
- Describe a method that could be used to monitor the development of self and another member of the team
- Explain any recognised technique a manager could use to minimise and resolve conflict in the workplace

Understanding Customer Service Standards and Requirements

- Understand the legal and organisational requirement for managing customer service
- Understand customer service standards
- Know how to monitor customer service performance

Understanding the Communication Process in the Workplace

- Understand the nature and importance of the communication process in the workplace
- Understand the methods of communication
- Be able to assess own effectiveness in communication

Understanding How to Motivate to Improve Performance

- Understand the factors that influence motivation levels in the workplace
- Explain the potential impact on organisational performance if employee motivation levels are low
- Understand how a theory of motivation can be used to improve performance levels
- Explain how to use employee engagement to increase motivation levels

Understanding Recruitment and Selection of New Staff in the Workplace

- Know how to plan to recruit and select new staff in the workplace
- Explain how to conduct a job analysis and prepare a job description and person specification for an identified post
- Know how to select the right person.
- Explain a recognised selection technique that could be used during interviews

Understanding Performance Management

- Understand the value of assessing performance to meet organisational and individual needs
- How to manage performance of individuals in the team
- Understand the value of feedback in the workplace.
- Know how to manage under-performance in the workplace

Understanding How to Manage the Efficient Use of Materials and Equipment

- Understand how material stocks are acquired, controlled and recorded in an organisation
- Understand the need for effective and efficient use of equipment
- Know how to minimise waste in an organisation

Giving Briefings and Making Presentations

- Be able to plan a briefing or presentation
- Be able to conduct a briefing or presentation
- Be able to evaluate a briefing or presentation

Understanding Health and Safety in the Workplace

- Understand the organisation's policy and responsibilities for ensuring a safe and healthy working environment
- List current legislation and industry regulations relating to health, safety and welfare at work as relevant to a specific organisation
- Understand own responsibilities for health and safety in the workplace
- Describe how to monitor health and safety in the workplace

Understanding Training and Coaching in the Workplace

- Understand how to provide training appropriate to the workplace
- Explain how knowledge of different learning styles can assist when training individuals in the workplace
- Understand how to coach an individual in an organisation
- Describe a method of evaluating the effectiveness of coaching in the workplace

Solving Problems and Making Decisions

- Know how to describe a problem, its nature, scope and impact
- Know how to gather and interpret information to solve a problem
- Know how to evaluate options to make a decision
- Know how to plan, monitor and review the implementation and communication of decisions





**ILM Level 3
Leadership and Management
Award, Certificate, Diploma**

Unit Breakdown →



2 Credit Units

Understanding Innovation and Change in an Organisation

- Understand innovation and change in an organisation
- Understand how to plan, monitor and review the implementation and communication of innovation and change in an organisation
- Understand the effects of innovation and change on people and teams in an organisation

Planning Change in the Workplace

- Understand the forces for change in an organisation
- Know how to identify and plan change in an organisation

Planning and Allocating Work

- Know how to plan work in the workplace
- Know how to allocate work to team members
- Understand how to improve the performance of a team in delivering to plan

Contributing to Innovation and Creativity in the Workplace

- Understand what innovation is
- Understand the different types of innovation and their application within an organisation
- Understand the drivers of innovation
- Understand the conditions that promote and hinder innovation in the workplace
- Understand the use of creative thinking in innovation
- Understand the innovation process

Understanding Leadership

- Understand leadership styles
- Understand leadership qualities and review own leadership qualities and potential

Leading and Motivating a Team Effectively

- Know how to communicate the organisations vision and strategy to the team
- Know how to motivate and develop the team





ILM Level 4 Leadership and Management Award, Certificate, Diploma

What will I gain?

The aim of the ILM Level 4 qualification is to support you in consolidating your management skills and experience, enabling you to develop the capabilities and personal awareness needed to be a successful leader. Through the completion of this qualification, you'll develop the ability to assess your own leadership performance, utilise skills and techniques that will enable you to make effective decisions and implement solutions and develop strategies to support you in handling challenges, opportunities and stressors in your role.

Is this level right for me?

The Level 4 is designed for new and aspiring department heads, regional team leaders and other first-line managers, who are looking to gain comprehensive business knowledge, and develop the skills needed to lead a team of leaders. Ideal for those looking to take on higher level responsibilities.

Entry Requirements

You don't need any formal qualifications or experience to enrol on this course. You must have access to the Internet, and be proficient in English. It is recommended that students embarking on this course would have either a Level 3 qualification, or equivalent experience.

Passing the course, whats involved?

The ILM Level 4 Awards, Certificates and Diplomas are gained through building up credits from unit groups to ensure the course suits each individual learners requirements and training needs. You can build credits to achieve the full Diploma, or if you prefer, you can complete the Award/Certificate with the option to progress at a later date.

Learners need to complete a minimum number of credits to achieve the courses (as shown below), if completing the Award qualification you MUST complete 2 units.

AWARD

5 credits

CERTIFICATE

13 credits

DIPLOMA

37 credits

COURSE DURATION

Award - 6 Months
Certificate - 18 Months
Diploma - 30 Months

FLEXIBLE PAYMENT OPTIONS

AWARD

Deposit **£77**

Monthly Payments 12 x **£56**

Total Fee **£749**

CERTIFICATE

Deposit **£132**

Monthly Payments 12 x **£97.25**

Total Fee **£1,299**

DIPLOMA

Deposit **£252**

Monthly Payments 12 x **£188.50**

Total Fee **£2,514**





**ILM Level 4
Leadership and Management
Award, Certificate, Diploma**

Unit Breakdown →



2 Credit Units

Managing a Healthy and Safe Environment

- Understand the importance of working in a healthy and safe environment
- Review current UK law and legislation on health and safety
- Be able to manage a healthy and safe environment
- Plan the implementation of recommendations to health and safety policy in own area of operation, using measurable targets

Motivating People in the Workplace

- Understand the factors that may affect performance and motivation in the workplace
- Evaluate the principal factors that may affect performance and motivation in the workplace
- Be able to improve levels of motivation and increase performance in the workplace
- Evaluate the impact of applying the theory of motivation on performance in the workplace

3 Credit Units

Solving Problems by Making Effective Decisions in the Workplace

- Know how to describe a problem, its nature, scope and impact
- Know how to gather and interpret information to solve a problem
- Know how to evaluate options to make a decision.
- Know how to plan, monitor and review the implementation and communication of decisions

Delegating Authority in the Workplace

- Understand the benefits of delegation
- Be able to delegate effectively in the workplace
- Be able to improve own ability to delegate and empower others

Managing Meetings

- Understand different types of meetings and their suitability for different purposes
- Understand how to prepare effectively for a meeting
- Be able to develop own performance in managing meetings

Managing Marketing Activities

- Understand the concepts involved in managing marketing
- Evaluate a range of marketing strategies
- Be able to review the effectiveness of marketing in an organisation

Understanding Financial Management

- Understand finance within the context of an organisation
- Understand the value of recording financial management information
- Understand budgets for the management of own area of operation

Budgetary Planning and Control

- Understand how budgetary planning and the effective and controlled implementation of budgets both support and deliver the organisation's objectives
- Review the effectiveness of the organisation's budgetary planning process in supporting the delivery of the organisation's strategic objectives and policies
- Understand how to measure and monitor performance against budgets and their objectives
- Recommend improvements to the organisation's budgetary planning and implementation processes





ILM Level 4 Leadership and Management Award, Certificate, Diploma

Unit Breakdown



4 Credit Units

Understanding the Importance of Marketing for an Organisation

- Understand the market within which an organisation operates
- Review the market within which own organisation operates, focusing on market size, the organisation's share of that market and its competitor profile
- Understand the effectiveness of marketing within own organisation
- Make recommendations to improve the effectiveness of a marketing campaign within own organisation

Planning and Leading a Complex Team Activity

- Be able to plan a complex team activity
- Be able to communicate information on the activity to your team
- Be able to review own ability to lead a team through a complex activity

Understanding the Management Role to Improve Management Performance

- Understand the specific responsibilities of middle managers in enabling an organisation to achieve its goals
- Understand how communication and interpersonal skills affect managerial performance in the workplace
- Be able to assess personal development opportunities to improve own managerial performance

Managing Equality and Diversity in Own Area

- Understand equality and diversity law, legislation and internal policies in relation to own area of responsibility
- Explain the implications of the legal requirements for equality and diversity on own area of responsibility
- Be able to influence the management of equality and diversity in own area of responsibility

Management Communication

- Understand the importance of effective communication in management
- Be able to develop effective communication skills as a reflective manager
- Understand the impact of development on workplace performance

6 Credit Units

Managing and Implementing Change in the Workplace

- Understand the reasons for change in an organisation
- Conduct an environmental and organisational analysis, to identify possible areas for change in own organisation
- Be able to manage and implement change in the workplace
- Develop a change implementation plan including details of how you will monitor and review the implementation of change

Managing Personal Development

- Understand how to identify and prioritise work-related development requirements
- Evaluate available development support and resources and their constraints, with employment supervisor and/ or learning supervisor
- Be able to implement and evaluate planned development activities and apply learning in the workplace
- Understand the impact of development on workplace performance

Understanding the Organisational Culture and Context

- Understand the culture and context of the organisation
- Evaluate the organisation within its broader environment using appropriate environmental and organisational analysis techniques
- Understand own ability to function within organisational culture and ethical norms
- Propose how to uphold the ethical standards across the organisation





ILM Level 5 Leadership and Management Award, Certificate, Diploma

What will I gain?

The aim of the ILM Level 5 qualification is to develop your capabilities as a manager to drive better results in the organisation from a strategic level, provide direction within the business to achieve organisation goals and build a culture of continued improvement through change. You'll be equipped with the skills to deal effectively with stress and conflict, manage remote working and develop not on your own critical thinking, but that of your team.

Through the completion of this course you will be able to provide strategic leadership and well as day-to-day management, undoubtedly raising your profile in your organisation and benchmarking your managerial skills for future development.

Is this level right for me?

The Level 5 is designed for practising middle managers, who want to develop their technical knowledge, strategic insight and expertise. It is best suited to those looking to get better results from their teams, develop their leadership skills and take on higher management responsibilities.

Entry Requirements

You don't need any formal qualifications or experience to enrol on this course. You must have access to the Internet, and be proficient in English. It is recommended that students embarking on this course would have either a Level 4 qualification, or equivalent experience.

Passing the course, whats involved?

The ILM Level 5 Awards, Certificates and Diplomas are gained through building up credits from unit groups to ensure the course suits each individual learners requirements and training needs. You can build credits to achieve the full Diploma, or if you prefer, you can complete the Award/Certificate with the option to progress at a later date.

Learners need to complete a minimum number of credits to achieve the courses (as shown below), if completing the Award qualification you MUST complete 2 units.

AWARD

6 credits

CERTIFICATE

13 credits

DIPLOMA

37 credits

COURSE DURATION

Award - 6 Months
Certificate - 18 Months
Diploma - 30 Months

FLEXIBLE PAYMENT OPTIONS

AWARD

Deposit **£82**

Monthly Payments 12 x **£59.75**

Total Fee **£799**

CERTIFICATE

Deposit **£142**

Monthly Payments 12 x **£104.75**

Total Fee **£1,399**

DIPLOMA

Deposit **£263**

Monthly Payments 12 x **£195.50**

Total Fee **£2,609**





**ILM Level 5
Leadership and Management
Award, Certificate, Diploma**

Unit Breakdown →



2 Credit Units

Understanding the Management of Facilities

- Understand facilities management roles and responsibilities and how they contribute to organisational goals
- Describe the roles and associated responsibilities for facilities management within own organisation
- Understand how to develop a facilities management plan in an organisation

Making Professional Presentations

- Be able to plan a professional presentation
- Be able to deliver a professional presentation
- Be able to evaluate own ability to make professional presentations

3 Credit Units

Managing Improvement

- Understand the effectiveness of the organisation
- Understand own ability to manage and improve quality to meet customer requirements
- Be able to plan and implement projects to meet, and if possible exceed, customer requirements

Understanding Organisational Culture and Ethics

- Understand organisational ethics and culture, in relation to own organisation
- Understand how an organisation's ethics and culture influence leadership style and organisation structure
- Understand how to leverage ethics and culture to improve organisation performance

Managing Work Analysis

- Understand strategic context and purpose of work analysis
- Be able to conduct a work analysis to improve organisational performance
- Make decisions based on work analysis outcomes

Making a Financial Case

- Understand financial concepts used to inform management decisions
- Explain differences between capital and revenue expenditure
- Be able to make a financial case to inform a management decision

Managing Stress and Conflict in the Organisation

- Understand the effectiveness of own organisation in dealing with workplace stress and conflict
- Evaluate the effectiveness of the organisation in recognising workplace stress and conflict
- Be able to improve the management of workplace stress and conflict in own area of responsibility

Managing Customer Relations

- Be able to use environmental scanning to find and retain customers
- Understand how the customer supply chain operates to meet customer requirements





ILM Level 5 Leadership and Management Award, Certificate, Diploma

Unit Breakdown



4 Credit Units

Managing for Efficiency and Effectiveness

- Be able to assess the organisation's ability to manage efficiently and effectively to achieve targets and objectives
- Assess own organisation's ability to translate vision, mission and strategic goals into operational objectives with realistic and measurable targets
- Evaluate own ability to manage efficiently and effectively

Managing Projects in the Organisation

- Assess the usefulness of project management tools and techniques for managing a project within own organisation
- Be able to manage a project in an organisation
- Be able to evaluate own ability to manage a project

Managing Information

- Understand the management of information within the organisation
- Be able to gather and analyse information to make decisions or solve problems in your area of responsibility
- Be able to disseminate information on a management decision, through the right organisational channels

Managing Individual Development

- Be able to evaluate individual performance in an organisation
- Conduct a performance gap analysis
- Be able to implement a personal development plan, for an individual in an organisation

Developing Critical Thinking

- Be able to critically assess own beliefs, attitudes and value systems
- Explain the difference between beliefs, attitudes and values
- Be able to critically assess the validity of management theories in relation to own beliefs, attitudes and values

Developing and Leading Teams to Achieve Organisational Goals and Objectives

- Understand the importance of leading teams to achieve organisational goals and objectives
- Assess effectiveness of own organisation in measuring team performance against organisational goals and objectives
- Be able to develop and lead teams
- Mechanisms that are used to monitor progress against budgets and their objectives

Managing Resources

- Evaluate the effective and efficient use of physical resources for which you are accountable, in line with organisational policies and procedures
- Understand how to manage physical resources for which you are accountable
- Be able to plan and implement improvements for managing physical resources for which you are accountable

5 Credit Units

Leading Innovation and Change

- Understand the need for innovation and change management within an organisation
- Be able to propose innovative solutions to improve organisational performance
- Be able to lead and manage change within an organisation

Managing Recruitment

- Understand human resource planning in an organisation
- Explain the role and relevance of human resource planning in own organisation
- Be able to plan and implement recruitment in line with legal and organisational requirements

Becoming an Effective Leader

- Understand own ability to fulfil key responsibilities of the leadership role
- Use theories of emotional intelligence to review the effect of emotions on own and others' performance
- Be able to evaluate own ability to lead others

Understanding the Organisational Environment

- Be able to analyse how an organisation is affected by the macro-environment
- Understand the impact of economic and political factors on the organisation
- Understand the legal environment within which the organisation operates





ILM Level 5 Leadership and Management Award, Certificate, Diploma

Unit Breakdown →



6 Credit Units

Assessing your own Leadership Capability and Performance

- Understand leadership styles within an organisation
- Be able to review effectiveness of own leadership capability and performance in meeting organisational values and goals
- Be able to adopt an effective leadership style to motivate staff to achieve organisational values and goals

15 Credit Unit (Diploma Only)

Improving own Leadership Performance through Action Learning

- Be able to use action learning for leadership development
- Explain the responsibilities of an individual within an action learning set
- Be able to plan and undertake activities to develop own leadership performance





Connect to **livechat**
Mon - Thurs 09:00-17:00
Fri 09:00-14:00



Call our Expert ILM
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Request a call at a time
to suit you. **Schedule a
time here.**