



ILM Level 3 Award Programme

The programme is to give new or potential first line managers the foundation for their formal development in this role. In addition it provides the student with a solid foundation which to manage their respective team in an efficient, effective and comprehensive manner within the Civil Service. All units and their respective assessments must be completed below to complete the programme.

The ILM Level 3 Award Programme in Leadership & Management consists of the following units, ILM credit values and guided learning hours.

- ▶▶ One hour induction
- ▶▶ At least two hours tutorial support
- ▶▶ Total Credit Value: 4 credits
- ▶▶ Tutorial Support: 4 hours
- ▶▶ Guided Learning: 15 Hours

ILM Reference	Unit Title	Level	CV	GLH	Group
8600-300	Solving Problems and Making Decisions	3	2	9	1
8600-308	Understanding Leadership	3	2	6	1
		Total	4	14	

Solving Problems and Making Decisions (8600-300)

As a first-line manager, you will be actively involved in the processes of making decisions and solving problems. Certainly, becoming adept in the processes is a sure way to increase efficiency and effectiveness of both yourself and of your organisation. What is for certain is that in organisations, people that solve problems and consistently make good decisions do well! Much of your success in solving problems and making decisions is about the proper application of tools and techniques.

Understanding Leadership (8600-308)

Leadership and management are often talked about in ways that suggest the 2 skills are interchangeable. This workbook will enable you to explore what leadership is and learn how the skills of leadership can significantly improve your skills as a manager. After completing the exercises in the workbook, you will be able to confidently tackle the work based assignment.