



ILM Level 3 Certificate 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. It builds upon the knowledge learned in the Level 3 Award programme. All units and their respective assessments must be completed below to complete the programme.

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

- ▶▶ Two hour induction
- ▶▶ At least four hours tutorial support
- ▶▶ Total Credit Value: 14
- ▶▶ Tutorial Support: 14 hours
- ▶▶ Guided Learning: 57 hours

ILM Reference	Unit Title	Level	CV	GLH	Group
8600-200	Developing Yourself as a Team Leader	2	1	6	2
8600-203	Developing the Work Team	2	1	6	2
8600-215	Workplace Communication	2	1	5	2
8600-218	Leading Your Work Team	2	2	6	2
8600-226	Understanding Effective Team Working	2	1	3	2
8600-300	Solving Problems and Making Decisions	3	2	9	1
8600-308	Understanding Leadership	3	2	6	1
8600-311	Developing Yourself and Others	3	2	9	1
8600-323	Understanding Performance Management	3	2	7	1
	Totals		14	57	

Developing Yourself As Team Leader (8000-200)

The role of team leader can be both demanding and rewarding. It is, for many, the beginning of a journey that will lead to future employment as a manager. The ability to reflect upon and learn from experience is what often the most important characteristic of a leader.

Developing the Work Team (8000-203)

As a team leader, or aspiring team leader, one of your key responsibilities is, or will be, for development of the team. This in itself sounds quite daunting. After all, most teams comprise people of varying abilities and motivations. That said, as team members, we each have a responsibility to the Team and to fellow team members to contribute to the Team's output.

Workplace Communication (8000-215)

It is often said that communication is the cornerstone of any successful business or organisation. While it goes without saying that some people are more effective at communicating than others, communication in the workplace (both written and oral) can be challenging.

Leading Your Work Team (8000-218)

As a team leader, or someone who wants to be a team or cell leader, you are at the beginning of a journey that will be both enjoyable and challenging. In fact, leading people is one of the most difficult jobs in the workplace. Some people thrive in the role while others can find it a struggle.

Understanding Effective Team Working (8000-226)

Apart from very small businesses – sole traders and partnerships for example – most private companies, charities and public sector organisations comprise teams. As a team leader, or aspiring team leader, it is essential that we understand what effective team working looks like

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.

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.

Developing Yourself and Others (8600-311)

This workbook, and the various exercises within it, will introduce you to principles and practices associated with developing yourself and others and will enable you to confidently tackle these elements of your management role.

Understanding Performance Management (8600-323)

This workbook and the various activities within it, introduce you to the challenges of understanding performance management: key skills are examined that will enable you to confidently tackle this element of your job as a supervisor and/or team leader.