

# Level 3 Diploma in Management



**City & Guilds**



## Who is this qualification for?

The ILM Level 3 Diploma in Management (Combined Qualification) is ideal for individuals looking to take their first step into line management and for those who already have some management responsibilities. This combined knowledge and competency based qualification will build and develop new skills to enhance their management career. The qualification also forms part of the ILM Level 3 Management Apprenticeship.

### Benefits for individuals

- Develop your portfolio of essential management skills
- Take charge of your personal and professional development
- Get an in-depth understanding of what is expected of a manager
- Manage your team effectively
- Get a recognised qualification for your personal development

### Benefits for employers

- First-line managers with proven competence in the role
- A broad selection of optional units to tailor the qualification to suit your organisations' learning and development needs
- Promote a culture of organisational learning and development

Learners take five mandatory units (31 Credits) in this qualification. The first unit looks at personal and professional development, helping the learner to identify their own development needs and plan how to fulfil them.

The second unit develops practical team management skills. And the three remaining units of this section delve into the theory behind people management, leadership and business.

### Progression

This qualification will provide progression opportunities to other qualifications such as:

- ILM Level 4 NVQ Diploma in Management
- ILM Level 4 Award, Certificate or Diploma in Leadership and Management
- ILM Level 5 NVQ Diploma in Management

# ILM Level 3 Management Apprenticeship

## Mandatory (31 Credits)

- Manage Personal and Professional Development (3 Credits)
- Manage Team Performance (4 Credits)
- Principles of Leadership and Management (8 Credits)
- Principles of People Management (6 Credits)
- Principles of Business (10 Credits)

## Group 1 - Minimum of 17 credits

- Promote Equality, Diversity and Inclusion in the Workplace (3 Credits)
- Manage Individuals' Performance (4 Credits)
- Manage Individuals' Development in the Workplace (3 Credits)
- Chair and Lead Meetings (3 Credits)
- Encourage Innovation (4 Credits)
- Manage Conflict within a Team (5 Credits)
- Procure Products and/or Services (5 Credits)
- Implement Change (5 Credits)
- Implement and Maintain Business Continuity Plans and Processes (4 Credits)
- Collaborate with other Departments (3 Credits)
- Support Remote or Virtual Teams (4 Credits)
- Participate in a Project (3 Credits)
- Develop and Maintain Professional Networks (3 Credits)
- Develop and Implement an Operational Plan (5 Credits)
- Encourage Learning and Development (3 Credits)
- Discipline and Grievance Management (3 Credits)
- Develop Working Relationships with Stakeholders (4 Credits)
- Manage Physical Resources (4 Credits)
- Manage the Impact of Work Activities on the Environment (4 Credits)
- Prepare for and Support Quality Audits (3 Credits)
- Conduct Quality Audits (3 Credits)
- Manage a Budget (4 Credits)
- Manage a Project (7 Credits)
- Manage Business Risk (6 Credits)
- Manage Knowledge in an Organisation (5 Credits)
- Recruitment, Selection and Induction Practice (6 Credits)
- Manage Redundancy and Redeployment (6 Credits)

# ILM Level 3 Management Apprenticeship

## Group 2 - Maximum of 7 credits

- Buddy a Colleague to Develop Their Skills (3 Credits)
- Contribute to the Improvement of Business Performance (6 Credits)
- Negotiate in a Business Environment (4 Credits)
- Develop a Presentation (3 Credits)
- Deliver a Presentation (3 Credits)
- Contribute to the Development and Implementation of an Information System (6 Credits)
- Resolve Customers' Problems (4 Credits)
- Resolve Customers' Complaints (4 Credits)
- Gather, Analyse and Interpret Customer Feedback (5 Credits)
- Employee Rights and Responsibilities (2 Credits)
- Health and Safety Procedures in the Workplace (2 Credits)
- Manage Events (6 Credits)
- Review the Quality of Customer Service (4 Credits)

### Barred units

This unit Participate in a Project Is barred against the Unit Manage a Project.

