



INSTITUTE OF LEADERSHIP & MANAGEMENT LEVEL 3 – Certificate in First Line Management FREQUENTLY ASKED QUESTIONS



What is the ILM?

The Institute of Leadership & Management (ILM) is Europe's largest independent leadership and management awarding body with more than 85,000 candidate registrations each year. It works in partnership with around 2,000 centres in the UK, Ireland & across the world to provide high quality development opportunities for leaders & managers at all levels in public, private & voluntary organisations from every employment sector. ILM is also a leading professional membership body with a growing membership of more than 22,000 practising managers

What is the Certificate in First Line Management?

The Certificate in First Line Management aims to give practising or potential first line managers the foundation for their formal development in this role. The qualification does this by developing basic management skills and assisting participants in gaining the basic knowledge required by a manager. The Certificate is a Level 3 qualification on the Qualifications & Credit Framework.[See www.qcda.gov.uk for further information about nationally recognised qualifications.]

What are the entry requirements?

There are no formal entry requirements, but participants will normally be either practising or aspiring first line managers with the opportunity to meet the assessment demands and have a background that will enable them to benefit from the programme

How will I be assessed?

Achievement of the Certificate will be dependent upon the successful completion of 6 Work Based Assignments (each will be either a written piece, a presentation, interview or combination), plus 1 X Change Report. Participants are also required to undertake an Individual Reflective Presentation on the final day, which is mandatory but not assessed.

How will I study?

The programme has been structured into fortnightly-taught sessions to be held at Challenge Consulting, Nottingham. Participants are also required to undertake some independent study as required. A wide variety of teaching and learning methods are used on the programme. These include group led discussions, simulations, case studies and exercises.

Study Support

Tutorial support & guidance is available for the duration of the programme to all participants. One to ones can be arranged with tutors (by appointment only) where required. All participants also gain free studying membership of ILM for one year. This provides access to a wide range of online resources including reading lists, study guides, suggested websites for further research & other tailored resources to help participants complete their programme successfully.

What are the opportunities for progression?

This programme leads to a nationally recognised qualification at Level 3, broadly equivalent to A level. Successful completion of a Level 3 qualification provides eligibility for a minimum grade of Associate Membership (AMInstLM) of the Institute of Leadership & Management. Visit www.i-l-m.com for further information



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How long is the programme?

21 days, normally every fortnight.

ILM CERTIFICATE IN MANAGEMENT - PROGRAMME OVERVIEW

DAY	TOPIC
1	INDUCTION & STUDY SKILLS
2	DEVELOPING YOURSELF AS A FIRST LINE MANAGER
3	WORKPLACE COMMUNICATIONS
4	INFLUENCING AT WORK
5	PRESENTATION SKILLS & TEAM BRIEFINGS
6	ASSESSED PRESENTATIONS + TUTORIAL
7	PROBLEM SOLVING & DECISION MAKING
8	TUTORIAL
9	LEADING & MOTIVATING OTHERS
10	HIGH PERFORMANCE TEAMS
11	ACHIEVING OBJECTIVES THROUGH TIME MANAGEMENT & EFFECTIVE DELEGATION
12	MANAGING THE EMPLOYMENT RELATIONSHIP & MANAGING CONFLICT
13	ACTIVITY DAY
14	PLANNING TO WORK EFFICIENTLY
15	MANAGING COSTS & BUDGETS
16	MANAGING CUSTOMER SERVICE
17	TUTORIAL SUPPORT
18	UNDERSTANDING CHANGE
19	PLANNING CHANGE
20	TUTORIAL SUPPORT
21	COURSE REVIEW & INDIVIDUAL REFLECTIVE PRESENTATION

Where is the programme held?

Challenge Consulting Training and Conference Centre, Woodborough, Nottingham. Situated in a rural location, offering exceptional views of the Trent Valley towards the Belvoir Hills. Only 10 minutes away from Nottingham City Centre and within easy reach of the M1 and A1. For more details of the venue visit www.challengeconsulting.co.uk

How do I apply?

Interested? For further details about the next available programme please contact us on the telephone number below, or send us an email to challengeconsult@btconnect.com