



ILM LEVEL 3 QUALIFICATIONS IN FIRST LINE MANAGEMENT



Introducing the qualifications

The ILM Level 3 Award in First Line Management, ILM Level 3 Certificate in First Line Management, and ILM Level 3 Diploma in First Line Management are qualifications that have been specially designed to give practising or aspiring first line managers a solid foundation in their formal development as a manager.

The Award is a concise qualification which gives an introduction to the basic skills, knowledge and understanding required by today's first line manager. The mandatory unit 'Solving Problems and Making Decisions' is designed to develop practical techniques for tackling managerial problems and making decisions from gathering and interpreting information through to the effective communication of outcomes.

The Certificate provides a more comprehensive programme that builds and broadens the skills and knowledge

gained in the Award (please note candidates may join the Certificate directly and are not required to undertake the Award as a prerequisite). Here organisational change is explored, giving participants a deeper understanding of this critical workplace issue and providing them with the tools to plan for and deal with organisational upheaval. The crucial skill of time management is also explored in the fourth mandatory unit for the Certificate.

The Diploma develops a very comprehensive range of management skills, providing learners with the broad body of knowledge required by a first line manager. The qualification builds on the Award and Certificate, though is more suited to the practising manager. (Please note candidates are not required to undertake either the Award or Certificate as prerequisites and may join Diploma programmes directly). The additional

mandatory units cover business communication – writing for business and making presentations – creativity and innovation for the workplace as well as information gathering and analysis, and managing customer service.

Flexibility – all candidates are able to choose from a diverse range of optional units to build their qualification – the Award, Certificate or Diploma (see the tables below and overleaf). This high level of flexibility allows individuals or their employers to custom build a qualification focusing on the key areas of first line management that are most relevant to the demands of a specific role, industry or organisation. From managing health and safety to planning change in the workplace, the ILM First Line Management qualifications can be fully tailored to meet the varying needs of learners across all employment sectors.

Qualifications overview

Level 3 Award in First Line Management	Level 3 Certificate in First Line Management	Level 3 Diploma in First Line Management
• Minimum 5 credits	• Minimum 20 credits	• Minimum 37 credits
• Minimum 34 hours	• Minimum 120 hours	• Minimum 220 hours
• Completion within one year	• Completion within two years	• Completion within three years
• Induction – one hour	• Induction – two hours	• Induction – two hours
• Tutorial support – at least two hours	• Tutorial support – at least four hours	• Tutorial support – at least seven hours
• One mandatory unit with a credit value of 2	• Four mandatory units with a combined credit value of 7	• Nine mandatory units with a combined credit value of 13
• Optional units with a minimum total credit of 3	• Optional units with a minimum total credit value of 13	• Optional units with a minimum total credit value of 24
• Work-based assignment	• Work-based assignment, plus • Change management report	• Work-based assignment, plus • Change management report, plus • Innovation project, plus • Presentation
Depending on the units selected, a choice of: work-based assignments, reflective reviews, knowledge reviews, oral presentations, role-play/scenarios, written reports or centre-devised alternatives		
There are no formal entry requirements but participants will normally be 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		

