

## Level 3 Diploma in Leadership & Management

**This diploma course is ideal for those already in a supervisory role or aspiring into a management role.**

This qualification is suitable for new or existing employees who are expected to develop the skills necessary to lead or manage teams and projects.

Candidates are expected to have some management responsibilities such as supporting, managing and developing team members, leading projects or planning and monitoring workloads and resources. They may also be responsible for delivering operational plans, resolving problems, and building work relationships with colleagues at the same level or above.

**The diploma course is an alternative for those who are ineligible for Govt Apprenticeship funding. The cost including ILM registration fee is £2450**

**For more information and how to apply, please contact Pauline Bolt  
pbolt@ihm.org.uk**

### Induction

This will include an initial assessment and is sector specific:

- Introduction to format of the programme.
- Outline of specific qualification and support available.
- ILM studying membership.
- Learning and study skills.
- Understanding of medical ethics and its impact on a role within a healthcare environment.
- Understanding the safeguarding implications of working within a healthcare environment.
- A skills-scan to take into consideration any prior learning which can be credited.

### Modules

This level 3 ILM Diploma comprises the following modules covering knowledge and skills in a wide range of core management areas. They are grouped under the following key headings:

#### ***1. Leading People***

- Understand a range of different leadership styles
- Understand the role of coaching within the workplace
- Understand the importance of organisational culture

- Understand equality, diversity and inclusion in the workplace
- Be able to utilise coaching effectively

## ***2. Managing People***

- Understanding people and team management tools
- Understand Human Resource procedures and legal requirements
- Understand performance management for individuals
- Be able to build and sustain an effective team
- Be able to set, monitor and provide team and individual feedback

## ***3. Building Relationships***

- Understand approaches to customer and stakeholder relationship management
- Understand cross team working
- Understand the importance of emotional intelligence in the workplace
- Understand the importance of conflict management in the workplace
- Be able to build trust across a team
- Be able to negotiate, influence and manage conflict

## ***4. Communications***

- Understand the different forms of communications and their application
- Know how to chair a meeting
- Understand how to manage challenging conversations
- Communicate effectively using a range of different formats

## ***5. Operational Management***

- Understand how organisational strategy is developed
- Know how to effectively implement operational/team plans with the available resources
- Know how to manage change within a team
- Understand how data is used in the workplace

## ***6. Project Management***

- Understand the project lifecycle and roles within the project
- Know how to deliver a project
- Know how to manage project risks and issues

## **7. Finance**

- Understand finance related governance and compliance
- Know how to deliver value for money
- Know how to set and monitor budgets
- Know how to create accurate financial updates

## **8. Awareness of Self**

- Know how to be self-aware
- Understand inclusivity and unconscious bias
- Understand different learning styles
- Understand feedback mechanisms

## **9. Management of Self**

- Understand approaches to personal development in planning for the workplace
- Be able to create an effective personal development plan
- Be able to maintain a continuous professional development log (CPD)

## **10. Problem Solving and Decision Making**

- Understand problem solving and decision-making techniques
- Be able to use problem solving techniques to inform decision making
- Be able to escalate issues when required

## **Course Delivery**

This qualification will include a wide range of teaching and learning techniques and styles including one-to-one teaching (a minimum of 7 hours of one-to-one tutorials), group discussions and teaching, observations, practical assessments, coaching, mentoring, independent research and e-learning. There are a range of materials available to support this qualification on the ILM online portal.

Depending on the employer, the candidate and the pace of work, this course will typically take **18-24 months** to complete.

A PMA Tutor/Assessor will be assigned to work with the candidate throughout the duration of the course and will support them through their journey. There are typically 221 guided learning hours for the programme and these will be delivered through face-to-face learning with their Tutor, online via the ILM Illuminate portal and Tutor observations. The Total Qualification Time is a minimum of 512 hours.

The time commitment to achieve the ILM Level 5 Diploma is in the region of 6 hours a week which includes the off the job element, this is flexible, and should the candidate have more time available the PMA Tutor/Assessor will be able to adjust their pace of learning accordingly.

## **Assessment**

Skills and knowledge are assessed internally by the Centre and are subject to external verification.

The assessment process will comprise of:

- Scenario based assessments
- Submission of a portfolio of evidence
- Professional discussions

All units must be passed.

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