

## Level 5 Diploma in Leadership & Management

**This diploma course is designed for those already working in an established management role.**

It is set at a standard suitable for those who are managing teams or projects and are responsible for achieving operational or departmental goals as part of their organisation's strategy.

They may be accountable to a more senior manager or the business directors. Other responsibilities may include managing change, financial and resource management, talent management, coaching and mentoring.

**The diploma course is an alternative for those who are ineligible for Govt Apprenticeship funding. The cost including ILM registration fee is £2850**

**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 consider any prior learning which can be credited.

### Modules

This level 5 ILM Diploma comprises the following modules covering knowledge and skills in a wide range of management areas. They are grouped under the following key headings:

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

- Understand different leadership styles
- Know how to motivate and improve performance
- Understand organisational cultures and diversity and their impact on leading and managing change

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

- Know how to manage multiple teams, and develop high performing teams
- Understand performance management techniques, talent management models and how to recruit and develop people.
- Recognise and manage talent within a team.
- Know how to delegate effectively.

## ***3. Operational Management***

- Understand operational management
- Understand business development tools.
- Understand operational business planning techniques
- Knowledge of management systems, processes and contingency planning
- Understand how to initiate and manage change by identifying barriers and know how to overcome them.
- Understand data security and management, and the effective use of technology in an organisation.
- Demonstrate commercial awareness.

## ***4. Building Relationships***

- Understand approaches to partner, stakeholder and customer relationship management including negotiation, influencing, and effective networking.
- Knowledge of collaborative working techniques to enable delivery through others and how to share best practice and build trust.
- Know how to manage conflict at different levels.

## ***5. Communication***

- Understand interpersonal skills and different forms of communication and techniques (verbal, written, non-verbal, digital) and how to apply them appropriately.
- Understand key barriers to communication.
- Be able to chair a meeting and present information

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

- Know how to set up and manage a project using relevant tools and techniques and understand process management
- Understand approaches to risk management

- Be able to establish, plan, manage and evaluate the effectiveness of a project.

## **7. Finance**

- Understand business finance, how to manage budgets and financial forecasting
- Know how to set and manage a budget
- Understand the methods of financial forecasting

## **8. Self-Awareness**

- Understand own impact and emotional intelligence
- Understand different and learning behaviour styles
- Be able to reflect on one's own working style and performance
- Be able to plan activities based on learning styles

## **9. Management of Self**

- Understand different approaches to planning own workload
- Understand time management techniques and tools, and how to prioritise activities and the use of different approaches to planning, including managing multiple tasks
- Know how to plan their own personal development (CPD)
- Be able to use time management and prioritisation techniques

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

- Understand problem-solving and decision-making techniques, including data analysis
- Understand organisational values and ethics and their impact on decision making
- Be able to critically analyse and evaluate data

## **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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