ILM Level 3 Diploma for Managers

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The Level 3 Diploma for Managers is a year-long, in-depth qualification where participants will be able to apply what they are learning immediately within their roles. The 10 modules will give participants a detailed understanding of leadership and management practices. The diploma is for managers who want to develop their skills in preparation for their next step on the management ladder.

This course is for those who want to become the leaders of the organisation in the future and is designed to give participants the opportunity to use their new skills on key strategic and organisational projects.

Key details:

* The diploma is delivered in 12 x 1 day sessions across a 12 month period with 12 additional study group days.
* Those without level 2 (GCSE/O Level) English and Maths will need to achieve this too.
* Participants will also undertake business improvement projects as part of their ‘off the job’ training.
* Assessment is via online multiple choice tests, professional conversations, written answers to questions & a work portfolio.
* On completion, participants may choose to register as Associate members with the ILM.

**Course start dates**

Courses run for 12 months and candidates can sign up for cohorts in:

May 2019 – primarily based at Thanet District Council

September 2019 – primarily based at Dover District Council

January 2020 – primarily based at Canterbury District Council

If you are interested in participating in the programme, please discuss this with your manager and complete the form in Appendix A. Email completed forms to [learning@folkestone-hythe.gov.uk](mailto:learning@folkestone-hythe.gov.uk).

**Time commitment**

Time commitment over a 12 month period: Candidates are expected to spend approximately 20% of their working week either attending courses, studying or working on business improvement projects that relate to their study (but also benefit their team and the organisation). Prospective candidates should talk to their manager about how they can accommodate this within their role.

**Course Content**

The 10 modules cover the full range of knowledge and skills expected from a manager. They are:

**Leading People**

This unit will provide learners with knowledge of how to effectively lead, support and develop people in the workplace, taking into account equality legislation. Learners will also be provided with the skills needed to develop others and manage change effectively.

Learning outcomes:

* Understand different leadership styles
* Understand the role coaching plays in the workplace
* Be able to use coaching to support the development of others
* Understand the importance of organisational culture
* Be able to manage change effectively
* Be able to communicate organisational strategy and team purpose
* Understand equality, diversity and inclusion in the workplace

**Managing People**

This unit will provide learners with knowledge of people and team management models, including motivation techniques as well as the skills necessary to build and maintain high performing teams. Learners will understand HR procedure, legal requirements and a range of performance management techniques.

Learning outcomes:

* Understand people and team management models
* Be able to build an effective team
* Be able to set, monitor and provide feedback on operational objectives for a team
* Understand Human Resource procedures and legal requirements
* Understand performance management methods for individuals
* Be able to set, monitor and provide feedback on personal goals for team members

**Building Relationships**

This unit will provide learners with the knowledge of how to manage customer and stakeholder relationships, and facilitate cross team working to deliver organisational objectives. Learners will develop the skills needed to effectively build trust across teams, and build and manage customer relationships.

Learning outcomes:

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

**Communication**

This unit will provide learners with knowledge of different forms of communication. Learners will explore how to chair meeting, hold difficult conversations, deliver constructive feedback and understand how to raise concerns.

Learning outcomes:

* Understand different forms of communication and their application
* Know how to chair a meeting
* Understand how to manage challenging conversations
* Be able to communicate effectively
* Be able to actively listen

**Operational Management**

This unit will provide learners with knowledge of how to manage data, achieve operational/team objectives and effectively manage change within a team. Learners will be provided with the skills needed to be able to effectively lead a team in line with organisational strategy and operational plans.

Learning outcomes:

* Understand how organisational strategy is developed
* Know how to effectively implement operational/team plans given resources available
* Be able to deliver against an operational plan
* Understand how data is managed in the workplace
* Be able to work with data and create reports
* Know how to manage change within a team
* Be able to adapt to change

**Project Management**

This unit will provide learners with knowledge of the project lifecycle and roles in a project team. Learners will develop skills required to effectively deliver a project.

Learning outcomes:

* Understand the project lifecycle and roles within a project
* Be able to plan a project
* Know how to deliver a project
* Be able to deliver against a project plan
* Know how to manage project risks and issues
* Be able to use relevant project management tools

**Finance**

This unit will provide learners with knowledge of how to deliver value for money and monitor budgets to control costs. Learners will be provided with the skills required to apply governance and compliance requirements to ensure effective budget controls.

Learning outcomes:

* Understand finance related governance and compliance
* Be able to apply organisational governance and compliance requirements to ensure effective budget controls
* Know how to deliver value for money
* Know how to set and monitor budgets
* Be able to create accurate financial updates
* Be able to apply organisational governance and compliance requirements to ensure effective budget controls

**Self-Awareness**

This unit will provide learners with knowledge of the importance of self-awareness and emotional intelligence, along with the skills needed to improve performance through feedback.

Learning outcomes:

* Know how to be self-aware
* Understand inclusivity and unconscious bias
* Understand different learning styles
* Understand feedback mechanisms
* Be able to seek feedback, reflect on own performance and make improvements based on feedback

**Management of Self**

This unit will provide learners with the knowledge and skills required to effectively plan and manage their own personal development and workload.

Learning outcomes:

* Understand approaches to personal development planning for the workplace
* Be able to create an effective personal development plan
* Be able to maintain a Continuous Professional Development (CPD) log
* Understand time management tools and techniques
* Be able to use time management techniques to manage own workload

**Problem Solving and Decision Making**

This unit will provide learners with the knowledge and skills required to effectively solve problems and make informed decisions.

Learning outcomes:

* 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

# Application: ILM Level 3 Diploma for Managers

This application form is your opportunity to tell us why you would like to apply for the ILM Level 3 Diploma for Managers. We want you to demonstrate that you have the sort of commitment to undertake this programme and the desire to use your talent to deliver the authority’s agenda.

Name:

Role:

Section 1: your application

Referring to specific examples from either inside or outside work, answer each of the following questions (each answer must be no more than 200 words):

* Why have you applied for the ILM Level 3 Diploma for Managers?
* Why do you think you’re suitable for the ILM Level 3 Diploma for Managers and taking a self-managed approach to your learning? [A self-managed approach to learning is one in which you take responsibility for your learning and will bring your own work-based projects to the qualification and work on these].

Section 2: nomination by your line manager

Referring to specific work examples, please answer the following question about your nominee (your answer must be no more than 200 words).

* Why do you believe that supporting this individual to do the ILM Level 3 Diploma for Managers represents a good investment for the organisation?
* As a line manager, I understand that the terms of this training course mean that my team member will need to spend 20% of their time on training and business improvement projects. I am prepared to allow them with this time, as well as provide support to them and witness statements/ testimonies for their evidence portfolio. *Please answer Yes or No to this.*

**What now?**

Once you and your line manager have completed their section of the form, your application should additionally be signed by your Head of Service to show that they are aware of and support your application (unless your line manager is your Head of Service!).

By signing this form, you, the applicant agrees to the following statements:

In the event that my application is successful, I understand that the OD team may keep copies of all of my assessment documents, PDPs, Project Work, and all other documentation relating to the ILM Level 3 Diploma for Managers. I understand that such documentation may be referred to third parties for evaluation purposes.

I also confirm that to the best of my knowledge all the information I have supplied in this application is true.

**Name Signature**

Applicant ........…...... ……………

Line Manager …………… ……………

Supporting Head of Service ………….… …..…….…

Please send your completed application to: [learning@folkestone-hythe.gov.uk](mailto:learning@folkestone-hythe.gov.uk)