



ILM LEVEL FIVE CERTIFICATE IN LEADERSHIP & MANAGEMENT



(Potential grant available from the DESC)

Introduction

The ILM Level 5 Certificate in Leadership and Management develops leaders and managers within the Regulated Qualifications Framework. It provides a foundation for formal development and skills by building on existing knowledge and experience and by widening the outlook.

The programme is aimed at middle and senior managers. Typically, suitable candidates will have **at least** one tier of first-line managers between them and operational team members. While they may manage directly a small number of people, they will be accountable overall for larger numbers, and will usually have a greater responsibility for allocation of resources. They may report to senior management or to board level.

The content is relevant whether already working at that level or preparing for promotion. Regardless of current position, candidates should have a sound knowledge of leadership and management. The Certificate consists of an induction, four learning units, tutorial support, and an assessment process.

The main purpose of the qualification is to improve performance in key management skills, which for some participants is an end in itself. However, the qualification can also be a stepping stone to future personal development. Achievement of this nationally-recognised vocational qualification also makes candidates eligible for membership of the Institute of Leadership and Management at a minimum grade of Associate Member (AMInstLM).

The TLC programme delivers the learning modules over eight days of tutor-led learning (see page three for the schedule), although some work will be required outside this to prepare for sessions and for assessment. The units and the expected learning outcomes are described on page two of this guide.

The programme commences in November 2023. Places are limited.

How long will it take?

The Level 5 Certificate will run over a period of four months (see timetable on page three).

The TLC programme is primarily tutor-led, providing a valuable opportunity for work with a peer group. However, some flexibility can be allowed through the use of alternative learning methods. These can also be effective in fitting study around personal and work lives. Some 15 hours of guided self-learning will be required outside the tutor-led sessions.

Assessment

To gain the qualification, candidates will need to successfully complete four assignments providing evidence of learning and application in the workplace, and considering your own practice and how it can be developed. The assignments are assessed by TLC.

Programme Costs

The total price for this course will be £1,695 + VAT per person. This price includes the registration fee charged by the ILM to attend this programme. If you are eligible you can request a grant of 30% of the total price from the Department of Education, Sport & Culture. A guidance sheet on how to claim this grant is available from TLC.

Understanding the Management Role to Improve Management Performance

Learning Outcomes – *The learner can:*

- Describe the goals and objectives of your organisation
- Evaluate the specific responsibilities of middle managers in enabling your organisation to achieve its goals
- Evaluate how interpersonal and communication skills affect managerial performance
- Evaluate strategies to overcome barriers to effective managerial communication and interpersonal skills
- Assess own knowledge, skills and behaviour, and their effect on own managerial performance
- Identify areas for personal development to improve own managerial performance
- Produce a personal development plan to improve own managerial performance

Managing Improvement

Learning Outcomes – *The learner can:*

- Critically assess the organisation's effectiveness in managing quality to meet or exceed customer requirements
- Evaluate own ability to manage quality to meet or exceed customer requirements
- Develop an improvement plan that is designed to meet and, if possible, exceed customer requirements
- Implement improvement plans designed to meet or exceed customer requirements

Leading Innovation and Change

Learning Outcomes – *The learner can:*

- Explain the importance of innovation for own organisation
- Explain the importance of managing change within own organisation
- Assess an opportunity for innovation and improvement in own organisation
- Justify the improvement identified, in the context of organisational objectives
- Use a range of techniques to generate innovative options to deliver the improvement identified
- Evaluate options for generating the proposed improvement to determine feasibility and viability
- Create a change management plan that is designed to meet stakeholders' expectations
- Implement the change management plan, monitoring progress against agreed targets

Developing Critical Thinking

Learning Outcomes – *The learner can:*

- Explain the difference between beliefs, attitudes and values
- Critically assess the impact of beliefs, attitudes and values on own behaviour
- Identify management theories relevant to your role
- Critically assess the impact of own beliefs, attitudes and values on a management theory relevant to your role
- Use the critical assessment to evaluate how someone with different beliefs, attitudes and values might interpret the theory differently

Delivery Timetable

ILM Level 5 Certificate in Leadership & Management

The TLC programme delivers the units over 8 days of tutor-led learning, plus tutorial support for personal development and assessments. At this level, there will also be around 15 hours of guided self-learning.

Day 1	09:30 – 11:30	Induction
<i>Wed 1 November</i>	11:30 – 17:00	Understanding the management role
Day 2	09:30 – 17:00	Understanding the management role
<i>Thu 2 November</i>		
Day 3	09:30 – 17:00	Managing improvement
<i>Wed 6 December</i>		
Day 4	09:30 – 16:00	Managing improvement
<i>Thu 7 December</i>	16:00 – 17:00	Tutorial support
Day 5	09:30 – 17:00	Developing critical thinking
<i>Wed 17 January</i>		
Day 6	09:30 – 16:00	Developing critical thinking
<i>Thu 18 January</i>	16:00 – 17:00	Tutorial support
Day 7	09:30 – 17:00	Leading innovation and change
<i>Wed 14 February</i>		
Day 8	09:30 – 16:00	Leading innovation and change
<i>Thu 15 February</i>	16:00 – 17:00	Tutorial support

In addition to the tutorial hours shown on this schedule, an additional four hours will be scheduled by arrangement individually.

Privacy Statement

TLC Business Solutions Ltd takes your privacy seriously. We collect personal information for the purposes of administering and promoting our business and to provide services requested. We will only collect the information necessary for these purposes, and we will keep it only as long as it is necessary for these purposes. If you make a booking on behalf of others and you share their information with us, we will apply the same standards to their information.

We will only share personal information as follows:

- With organisations who are our clients, and only then about the progress of people with whom we are working on the organisation's behalf.
- With ILM when a delegate is registered for a programme accredited by them.

If you do not want us to contact you for marketing purposes, if you have any questions or concerns about our use of your information, or if you wish to exercise any of your rights under data protection law including the right to object, please tell us: phone: +44 (0)1624 664789 or email: info@tlc.co.im. You can find our full privacy policy at www.tlc.co.im

APPLICATION FORM – Level 5 Nov 2023 (It is important that you complete all fields)

Mr/Miss/Ms/Mrs (please delete as appropriate)

First Name: **Surname:**

Date of Birth: **Place of Birth:**

Ethnic origin	White	<input type="checkbox"/>	Black – Caribbean	<input type="checkbox"/>	Black – African	<input type="checkbox"/>
	Black – Other Black groups	<input type="checkbox"/>	Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
	Bangladeshi	<input type="checkbox"/>	Chinese	<input type="checkbox"/>	Other	<input type="checkbox"/>
Do you consider that you have a disability?	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>		

We collect information about sex, ethnic origin and disability in order to monitor and evidence diversity as recommended by ILM as part of our accreditation, and this may be shared with ILM. They keep this data as anonymised statistics, but we keep it associated with your other information. Date of birth is required in order to register for a qualification, and we can't register you without it. If you consent to this, please tick to confirm

Correspondence Address:
.....

Position within Company:

Company:

Company Address:
.....

E-mail Address:

Work Telephone: **Work Fax:**

Training Manager:

Training Manager's e-mail address:

FEES

By authorizing this form, you undertake to pay the fee of £1,695 + VAT to TLC Business Solutions. If you are eligible to receive a grant from the Department of Education, Sport & Culture you may be able to reclaim 30% of the total cost (£508) on completing the programme.

CANCELLATION AND REFUND POLICY;

Courses cancelled 28 days or more in advance	No charge/Full refund
Courses cancelled 27 - 7 days in advance	50% charge/refund
Courses cancelled less than 7 days in advance	Full charge/No refund

CHANGE OF DATE, VENUE OR TUTOR

TLC Business Solutions reserves the right to change course dates, venues and tutors in exceptional circumstances. We will of course advise you of any change as early as possible.

Authorised by..... Position.....

Print Name: Date

PLEASE POST COMPLETED FORM TO:

**TLC Business Solutions
Global House
Station Road
Ballasalla
Isle of Man IM9 2AE**