

Management & Leadership

(framework)

Level 5



Course information

- 15 months total duration
- Total course credits: 90
- Awarding body: ILM

Recommended for

- Senior Manager
- Head of Department
- Head of Operations

Eligibility criteria

To qualify for an apprenticeship course, the following criteria must be met:

- be aged 16+ at the time of enrolment
- be a UK or European Economic Area (EEA), or have lived in the UK or EEA for the past three consecutive years
- be in full-time employment, working a minimum of 30 hours per week
- not already hold a qualification at level 4 or above in the same area that you wish to study

Entry requirements

There are no formal entry requirements for this course, however Apprenticeship Connect requires learners to be employed in a job role that is suitable to support the learning outcomes of the course. Learners are also expected to hold a level 3 or equivalent qualification

Further study routes

- Chartered management degrees

Course Overview

The Management & Leadership Level 5 course is ideal for individuals involved in, or with knowledge of operational management, looking to gain the skills needed to progress into more complex management areas. Management & Leadership Level 5 aims to develop learners' skills in business processes that could improve organisation effectiveness. This course is designed to advance learners' essential leadership skills and teach them how to manage strategic change.

What's included?

QCF

To be awarded the ILM Level 5 Diploma in Management & Leadership learners must complete four mandatory units and a combination of optional units for their QCF award.

Knowledge Certificate

In addition to the QCF award, learners must also achieve a certificate to demonstrate knowledge in the area they are studying. Through a series of assignments, the knowledge certificate requires learners to demonstrate job-specific technical knowledge, in conjunction with an understanding of wider business-related principles, underpinning learners' competencies in the workplace.

Employee Rights and Responsibilities (ERR)

As part of the course syllabus, learners must complete the Employee Rights and Responsibilities workbook. This workbook explains the rights and responsibilities in the workplace under UK employment legislation.

Institute of Leadership & Management membership

All learners receive a minimum of 12 months membership to the Institute of Leadership & Management, bringing access to a wealth of resources to support their leadership development.

“ I was approached by a representative from Apprenticeship Connect who informed me about the professional training courses that were available through apprenticeship funding and I decided to improve my managerial skills as a result. I completed the ILM Leadership & Management Level 5 course in July 2017 and I now have a much higher level of skill and knowledge that I can apply to my current position as an Office Manager. Apprenticeship Connect's training was extremely thorough and professional and I found the staff to be very supportive and approachable; I would definitely recommend them to others looking to study whilst in employment.

Joanne Kent, Leadership & Management Level 5



Course Delivery

Our dedicated tutors are specialists in their fields and each learner has a tutor assigned to them upon enrolment based on their learning requirements, course, location and level. Our courses are delivered through a combination of face-to-face tutoring at the learner's place of work and virtual learning via online sessions. As part of every apprenticeship course, learners are required to spend 20% of their contracted working hours undertaking off-the-job training. Off-the-job training is training that is outside of usual workplace duties, but it may still be conducted at your place of work.

Course delivery styles may include:

- **The teaching of theory:** lectures, role playing, simulation exercises, online learning or manufacturer training
- **Practical training:** shadowing, mentoring, industry visits and attendance at competition
- **Coursework:** learning support and time spent writing assessments/assignments

Throughout the course, your progress will be assessed to determine your knowledge and competency. Typical methods of gaining evidence to assess performance may include:

- **On-the-job observations:** your tutor will observe you carrying out day-to-day tasks, assessing your competency in the workplace
- **Coursework:** throughout the course, your tutor will set you a variety of tasks to be completed following your one-to-one sessions; these tasks will help you acquire the skills and knowledge required to complete the syllabus
- **Witness testimonials:** we will gather a variety of witness testimonials from your line manager to evidence your performance at work, demonstrating your ability
- **Examinations:** some of our courses also require learners to sit an examination to formally assess knowledge and competency

Funding information

Our training courses are either funded by the Government or by employers depending on their size. Learners are not required to contribute towards the cost of training in any way. To obtain our course price list, please contact info@apprenticeshipconnect.co.uk. Further information about apprenticeship funding can be found on our website: apprenticeshipconnect.co.uk.



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QCF units

To be awarded the ILM Level 5 Diploma in Management & Leadership learners must achieve a minimum of 90 credits including:

- a total of 22 credits from Group A
- a minimum of 22 credits from Group B
- the remaining credits can be taken from either Group B or C, but a maximum of 8 credits can be taken from Group C

Group A: Mandatory units		
Unit No.	Unit Title	Credit Value
01	Contribute to the development of a strategic plan	5
02	Design business processes	5
03	Manage strategic change	7
04	Provide leadership and management	4
Group B: Optional units		
Unit No.	Unit Title	Credit Value
05	Establish business risk management processes	5
06	Promote equality of opportunity, diversity and inclusion	5
07	Develop and manage collaborative relationships with other organisations	5
08	Optimise the use of technology	6
09	Manage product and/or service development	5
10	Manage strategic marketing activities	7
11	Develop and maintain professional networks	3
12	Develop and implement an operational plan	5
13	Encourage learning and development	3
14	Discipline and grievance management	3
15	Develop working relationships with stakeholders	4
16	Manage a tendering process	4
17	Manage physical resources	4
18	Manage the impact of work activities on the environment	4
19	Prepare for and support quality audits	3
20	Conduct quality audits	3
21	Manage a budget	4
22	Manage a project	7
23	Manage business risk	6
24	Manage knowledge in an organisation	5
25	Recruitment, selection and induction practice	6
26	Manage redundancy and redeployment	6
27	Lead the development of a knowledge management strategy	7
28	Lead the development of a quality strategy	4
29	Lead the development of a continuous improvement strategy	5

Group C: Optional units		
Unit No.	Unit Title	Credit Value
30	Manage health and safety in own area of responsibility	5
31	Contribute to the design and development of an information system	5
32	Manage information systems	6
33	Manage events	6
34	Manage customer service operations	7
35	Review the quality of customer service	4
36	Developing sales proposals	5
37	Prioritising information for sales planning	3

Knowledge units

In addition to the QCF component, learners must also achieve a certificate to demonstrate knowledge in the area they are studying. To complete the Level 5 Diploma in Principles of Leadership and Management, learners must achieve a minimum of 37 credits including:

- a total of 19 credits from Group A
- a minimum of 4 credits from Group B
- a minimum of 14 credits from Group C

Group A: Mandatory units		
Unit No.	Unit Title	Credit Value
01	Understanding the management role to improve management performance	4
02	Managing improvement	3
03	Making a financial case	3
04	Developing critical thinking	4
05	Leading innovation and change	5
Group B: Optional units		
Unit No.	Unit Title	Credit Value
06	Managing individual development	4
07	Managing stress and conflict in the organisation	3
08	Understanding the organisational environment	5
09	Understanding organisational culture and ethics	3
10	Managing customer relations	3
11	Managing for efficiency and effectiveness	4
12	Managing projects in the organisation	4
13	Managing resources	4
14	Managing information	4
15	Managing recruitment	5
16	Managing work analysis	3
17	Analysing and interpreting statistics to inform management decisions	2
18	Understanding the management of facilities	2
19	Making professional presentations	2
20	Developing and leading teams to achieve organisational goals and objectives	4
21	Assessing your own leadership capability and performance	6
22	Managing own continuing professional development	15
23	Becoming an effective leader	5
24	Preparing to apply lean production and improvement methodologies to operational problems in service delivery	8
25	Applying lean production and improvement methodologies to operational problems in service delivery	11
26	Improving and maintaining the organisation's environmental performance	5
27	Managing remote workers	5

28	Partnership working	4
29	Understanding governance of organisations	6
30	Knowledge and information management	5
31	Understanding the skills, principles and practice of effective management coaching and mentoring	5
Group C: Optional units		
Unit No.	Unit Title	Credit Value
32	Planning and leading a complex team activity	4
33	Managing equality and diversity in own area	4
34	Managing risk in the workplace	3
35	Delegating authority in the workplace	3
36	Developing people in the workplace	5
37	Developing your leadership styles	4
38	Management communication	4
39	Managing the analysis of secondary data	4
40	Managing a healthy and safe environment	2
41	Managing meetings	3
42	Managing marketing activities	3
43	Data collection and analysis to justify management decision making	2
44	Motivating people in the workplace	2
45	Solving problems by making effective decisions in the workplace	3
46	Managing and implementing change in the workplace	6
47	Understanding the organisational culture and context	6
48	Understanding work in contemporary society	3
49	Budgetary planning and control	3
50	Interpreting financial statements to assess organisational performance using financial ratios	3
51	Understanding the importance of marketing for an organisation	4
52	Using quantitative methods to solve management problems	6
53	Understanding the economics of the marketplace	6
54	Developing a culture to support innovation and improvement	3
55	Managing operations research	3

Want to apply?

Call our dedicated team on the hotline number below to find out about your next steps:

Courses hotline: 020 8296 6930

Are you unsure if our courses are right for you? Our careers advisors are always on hand to offer advice and guidance to help you make the best decision to get ahead in your career. Speak to one of our team today to find out more about your options:

Advice hotline: 020 3829 6920

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