

ILM Level 3 Award in First Line Management

Course aim

This qualification is aimed at new or aspiring first line team leaders or managers. It is a concise qualification designed to give students a basic knowledge of the various roles, functions and responsibilities of a team leader/manager and also the limits of their authority and accountability. It also covers practical techniques in motivating teams, planning and monitoring work.

Pre-course information

Participants will be required to attend all six and a half days of the course, they will need to have a topic for their training session and be prepared to read handouts in their own time before day three commences. In order to gain the Award students must achieve a total of 5 credits, we have selected three units which provide a total of 5 credits. Credits gained on the award can be counted to the Level 3 Certificate in First Line Management should candidates chose to progress to this qualification.

Course Programme

DATE	TIME	TOPIC
17 th February 2011	10.00am – 12.00pm	Introductory session
1 st March 2011	9.30am – 5.00 pm	Introduction to Leadership, day 1
2 nd March 2011	9.30am - 5.00 pm	Introduction to Leadership, day 2
15 th March 2011	9.30am – 5.00 pm	Solving Problems & Making Decisions, Day 1
16 th March 2011	9.30am – 5.00 pm	Solving Problems & Making Decisions, Day 2
29 th March 2011	9.30am – 5.00 pm	Achieving objectives through time management
30 th March 2011	1.00am – 3.00 pm	Final Tutorial

Training methods

- Trainer input, presentation, handouts, small group activity, large group work, individual reflection, skills practice, open question & answer sessions, general discussions
- Participants will be required to complete written assignments for assessment

Costs include City & Guilds registration and certification fees, all materials, lunches & refreshments.