



# INSTITUTE OF LEADERSHIP & MANAGEMENT TRAINING

## TEAM LEADING AND MANAGEMENT



## THE INSTITUTE OF LEADERSHIP & MANAGEMENT (ILM) IS RENOWNED NATIONALLY AND INTERNATIONALLY FOR EXPERTISE IN THE FIELD OF LEADERSHIP AND MANAGEMENT.

THE INSTITUTE'S NVQ PROGRAMME IN TEAM LEADING OR MANAGEMENT ARE IDEALLY SUITED TO SUPERVISORS AND MANAGER WHO WANT TO DEVELOP THEIR SKILLS, BECOME MORE EFFECTIVE MANAGERS AND DEVELOP THEIR CAREER.

### FOR EMPLOYERS THE QUALIFICATION CAN:

- ▶ Improve business performance and help win contracts
- ▶ Maximise company profits and revenues
- ▶ Reduce costs, variation and waste
- ▶ Assist with recruitment and staff retention
- ▶ Boost employee morale and motivation
- ▶ Demonstrate the quality of the workforce to existing and potential customers
- ▶ Help reduce workplace accidents

### FOR EMPLOYEES THE QUALIFICATION CAN:

- ▶ Provide evidence of ability to do a particular job
- ▶ Help improve career development/promotion chances
- ▶ Give a sense of achievement
- ▶ Be gained on the job
- ▶ Be completed at a time and place to suit

## ▶ NVQ LEVEL 2 CERTIFICATE TEAM LEADING

This Programme is designed for team leaders and supervisors who are primarily concerned with motivating their team members and achieving agreed outputs. Although candidates are required to cover a number of mandatory units, content of the programme can be moulded to the candidate through the optional units available.

### TRAINING UNIT OPTIONS FOR TEAM LEADING NVQ LEVEL 2

You will undertake three mandatory units and a selection of optional units to a total credit value of 17.

#### MANDATORY UNITS

Manage personal development

Develop working relationships with colleagues

Communicate information and knowledge

#### OPTIONAL UNITS

##### OPTIONAL GROUP B

Set objectives and provide support for team members

Plan, allocate and monitor work of a team

##### OPTIONAL GROUP C

Manage or support equality of opportunity, diversity and inclusion in own area of responsibility

Support team members in identifying, developing and implementing new ideas

Manage conflict in a team

Lead and manage meetings

Participate in meetings

Make effective decisions

Manage knowledge in own area of responsibility

Procure supplies

Manage customer service in own area of responsibility

### WANT TO KNOW MORE? CONTACT THE BUSINESS COLLEGE



Call us: **08454 66 46 08**



Email us: **info@tamesidebusinesscollege.co.uk**



Visit us: **www.tamesidebusinesscollege.co.uk**

## > NVQ LEVEL 3 CERTIFICATE MANAGEMENT

This Programme is designed for first line managers who have decision-making responsibilities within defined limits and wider responsibility for people and their performance. It provides an opportunity to assess their knowledge and understanding of key management activities and develop their performance in their job to become a more effective manager.

### TRAINING UNIT OPTIONS FOR MANAGEMENT NVQ LEVEL 3

You will undertake three mandatory units and a selection of optional units to a total credit value of 11.

#### MANDATORY UNITS

Manage own professional development within an organisation

Set objectives and provide support for team members

Plan, allocate and monitor work of the team

#### OPTIONAL UNITS

Manage personal development

Develop, maintain and review personal networks

Review risk management processes in own area of responsibility

Manage or support equality of opportunity, diversity and inclusion in own area of responsibility

Provide leadership and direction for own area responsibility

Ensure compliance with legal, regulatory, ethical and social requirements

Support team members in identifying, developing and implementing new ideas

Implement change in own area of responsibility

Develop working relationships with colleagues

Managing conflict in a team

Lead and manage meetings

Participate in meetings

Support individuals to develop and take responsibility for their performance

Know how to follow disciplinary procedures

Managing grievance procedures

Support the management of redundancies in own area of responsibility

Develop working relationships with colleagues and stakeholders

Recruit staff in own area of responsibility

Plan, allocate and monitor work in own area of responsibility

Support learning and development within own area of responsibility

Address performance problems affecting team members

Build, support and manage a team

Make effective decisions

Communicate information and knowledge

Manage knowledge in own area of responsibility

Procure supplies

Manage a tendering process

Develop and implement a risk assessment plan in own area of responsibility

Manage physical resources

Manage the environmental impact of work activities

Plan and manage a project

Manage the achievement of customer satisfaction

Prepare for and support quality audits

Manage customer service in own area of responsibility

Develop and implement marketing plans

Analyse the market in which your organisation operates

## > NVQ LEVEL 5 DIPLOMA MANAGEMENT

This programme is aimed at middle managers with a wider span of control greater accountability for performance and responsibility for determining resource allocation and operational methods.

### TRAINING UNIT OPTIONS FOR MANAGEMENT NVQ LEVEL 5

You will undertake four mandatory units and a selection of optional units to a total credit value of 15.

#### MANDATORY UNITS

Develop and evaluate operational plans for own area of responsibility

Provide leadership and direction for own area of responsibility

Plan change in own area of responsibility

Work productively with colleagues and stakeholders

#### OPTIONAL UNITS

Establish risk management processes for an organisation

Promote equality of opportunity, diversity and inclusion across an organisation

Examine staff turnover issues in own area of responsibility

Developing collaborative relationships with other organisations

Promote the use of technology with an organisation

Manage health and safety across an organisation

Monitor and review business processes

Develop a customer-focused organisation

Conduct a quality audit

Manage product development and marketing

Develop, maintain and review personal networks

Ensure compliance with legal, regulatory, ethical and social requirements

Manage risk in own area of responsibility

Review risk management processes in own area of responsibility

Implement change in own area of responsibility

Develop working relationships with colleagues and stakeholders

Recruit staff in own area of responsibility

Plan, allocate and monitor work in own area of responsibility

Support learning and development within own area of responsibility

Address performance problems affecting team members

Build, support and manage a team

Support individuals to develop and take responsibility for their performance

Know how to follow disciplinary procedures

Managing grievance procedures

Support the management of redundancies in own area of responsibility

Manage physical resources

Manage the environmental impact of work activities

Manage a tendering process

Plan and manage a project

Develop and implement marketing plans

Analyse the market in which your organisation operates

Manage the achievement of customer satisfaction

Prepare for and support quality audits

Inform strategic decision making

Support the culture of an organisation

Lead innovation with an organisation

Manage a budget for own area or activity of work

Outsource organisational processes

Manage a programme of complementary projects