

Award in First Line Management Level 3



ILM (Institute of Leadership & Management)

Improve your confidence, performance and direction. Recognise and develop your management skills.

Course Content

The Award is a concise qualification which gives an introduction to the basic skills, knowledge and understanding required by today's first line manager. The mandatory unit 'Solving Problems and Making Decisions' is designed to develop practical techniques for tackling managerial problems and making decisions from gathering and interpreting information through to the effective communication of outcomes.

Candidates are able to choose from a diverse range of optional units to build their qualification. This high level of flexibility allows individuals or their employers to custom build a qualification focusing on the key areas of first line management. From managing health and safety to planning change in the workplace,

Who is the course for?

The Award in First Line Management is for those who are likely to become a line manager or are already working in this role in catering, customer service, care, IT, business, manufacturing or warehousing. First line managers with an ILM First Line Management Qualification ensure that people and resources are employed effectively.

Assessment

There are no formal exams as assessment is by practically based activities and assignments, a mixture of work-based tasks and reflective reviews.

Duration: 6 weeks (34 hrs)

Delivery: The Award in First Line Management can be started at any time. Please call us for more details.

This course outline is designed to be a guide and to help you find a programme which may meet your organisation's needs. The content has been re-designed and refined for many different clients in the past - let us fine-tune it to meet your organisation's needs, free of charge. We will happily present any programme on your premises

see the difference