

# Institute of Leadership and Management (ILM) Level 5 Certificate in Management

(state-of-the-art Blended eLearning approach)



*making a positive difference to people and organisational performance*

## The Qualification:

The TSW ILM Certificate in Management is designed to give practising or aspiring middle managers a solid foundation of development in their role.

The Certificate develops a comprehensive range of middle management skills, assisting delegates to gain the knowledge required at this level.

## Method of Delivery:

The TSW ILM Level 5 Certificate Programme is delivered through a combination of direct delivery of the following 9 Workshops, one half-day Group Tutorial and self-study eLearning:

- 1 Understanding the Management Role
- 2 Developing the Reflective Manager
- 3 Managing Improvement
- 4 Making a Financial Case
- 5 Leading Innovation & Change (Day 1)
- 6 Leading Innovation & Change (Day 2)
- 7 Communications in Management
- 8 Leading Teams
- 9 Managing Stress & Conflict in Organisations

An integral part of the TSW blended learning approach to the qualification is access to the TSW HRD Online internet-based resource materials.

Use of TSW HRD Online will provide you with access to computer-based learning materials that will be needed to supplement the work covered at the Workshops.

**Please note, it will be important for you to have access to the internet during times you plan to study towards this qualification.**

## What's Involved:

In order to achieve the qualification, you will need to submit 5 work-based Assignments (1500-2500 words). You will be expected to complete these between each Workshop as the programme is rolled out. In addition you will need to submit an Improvement Report (3000-5000 words) within 6 weeks after the final Workshop.

## Learning Outcomes:

### Understanding the Management Role

- Understand the organisation's purpose, stakeholders, structure and functional areas and managerial roles
- Understand the responsibilities of middle managers in enabling an organisation to achieve its goals
- Understand how communication and interpersonal relationships affect managerial performance
- Evaluate personal development opportunities to improve

### Developing the Reflective Manager

- Analyse and review feedback to support personal development
- Reflect on own development needs
- Communicate complex information in diverse written formats
- Solve a problem using a creative techniques problem

### Managing Improvement

- Evaluate the effectiveness of the organisation and of self in managing and improving quality to meet customer requirements
- Plan to meet and if possible exceed customer requirement

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## **Making a Financial Case**

- Understand cost behaviour
- Make a financial case and present the findings

## **Leading Teams**

- Evaluate the effectiveness of the organisation and of self in managing individuals to achieve organisational goals and objectives
- Develop and lead teams

## **Leading Innovation & Change**

- Innovate and improve areas within an organisation
- Lead and manage change within an organisation

## **Managing Stress & Conflict in Organisations**

- Evaluate the effectiveness of the organisation and of self in recognising workplace stress and in providing the necessary support
- Evaluate the effectiveness of the organisation and of self in recognising people problems and addressing them

## **Communications in Management**

- Understand communication theories, concepts and practices
- Communicate effectively in writing

## **Please note:**

It is necessary that you will be available to attend each of the 9 Workshop dates that make up the Programme – please contact TSW to confirm your availability for each Workshop before booking.

This course can be run exclusively and tailored to suit your company's specific learning requirements and organisational needs. Costs are dependent on number of days required and bespoke content

For further details, please contact Gareth Harris on 01656 644306 or email: [gareth.harris@tsw.co.uk](mailto:gareth.harris@tsw.co.uk)