



## **Programme outline and costs for designing & delivering ILM Level 3 Certificate in First Line Management**

### **Introduction**

DPG are able to design and deliver the ILM Level 3 Certificate in First Line Management within almost any organisation. The structure and the content can be tailored to your individual organisational needs and clear links to your competency framework can be made.

The ILM Level 3 Certificate in First Line Management aims to give practising or potential first line managers the foundation for their formal development in this role. The qualification does this by developing basic management skills and assisting participants in gaining the basic knowledge required by a manager. This qualification builds on and broadens their skills and knowledge in a flexible and practical way.

### **Methodology**

The programme is designed in such a way that the time away from the job is kept to a minimum, each delegate spends just 15 days at assessments, workshops, tutorials and presentations. The remainder of the study time is made up using self study materials that can be completed at the convenience of the individual delegates.

### **Support**

Throughout the programme each delegate has face to face tutorial support on at least 4 occasions, plus their personal tutor is available by telephone or email between workshops.

### **Return on Investment & Evaluation**

Every delegate must complete a Change Management report as part of the programme, this is linked to a current business need and a financial value can be placed on its successful completion to help you measure a financial return on your investment.

The programme is evaluated by reassessing the delegates at the end of the programme and the improvement in their skills and knowledge is measured graphically and reported back to you.

**Our ROI Guarantee to you:** All ILM management development Programme delivered by DPG are guaranteed to give you a minimum:

**200% Return on Your Investment or the  
programme cost is refunded.**



**Level 3 Certificate in Management  
(120 Guided Learning Hours – 20 credits)  
Sample Programme Detail - 12 month schedule**

<b>Programme Component</b>	<b>Detailed Activity</b>	<b>Dates</b>
<b>Project planning</b>	Planning of the programme to include dates, involvement of line managers and evaluation of outcomes and methods of evaluation.	Up to 3 Months
<b>Programme handbook</b>	Production of programme handbook for delegates and line managers. This is branded. The handbook contains all details of the programme/qualification along with predetermined dates for the completion of activities.	
<b>Online Functional Test</b>	Completion of online Functional Test (assessment against functional areas of management required for qualification) and download report	Month 1
<b>Managerial Assessment of Proficiency (MAP) Assessment and Induction (3 Days)</b>	Facilitated completion of MAP assessment and personal styles questionnaires on 1 <sup>st</sup> day, then analysis and interpretation of group and individual profiles (including functional test) on 2 <sup>nd</sup> day. Introduction to the qualification and briefing on 3 <sup>rd</sup> day	Month 1
<b>Distribution of flexible learning materials</b>	A selection of flexible learning modules from DPG's Route to Competence series aimed at developing the knowledge, understanding and skills for the functional areas of management (qualification). The prescribed modules must be completed prior to attending the relevant workshop and marked as part of the assessment process	Month 1
<b>Facilitated development planning (40 Min per delegate)</b>	DPG facilitated development planning with manager, line manager, if appropriate, and DPG, planned on a surgery basis. Outcomes development plan with performance objectives and project proposals, support and monitoring.	Month 2
<b>Management styles workshop (1 day)</b>	This workshop focuses on the management, communication and personal styles of the participating managers. Particular emphasis is placed on adapting their management style to promote a culture of coaching, development and staff independence. This workshop is fundamental to the whole development process.	Month 2
<b>Skills development workshops (6 days)</b>	These workshops relate to the specific ILM units chosen by your organisation. These workshops build on the concepts learned as a result of working through the respective learning materials. The focus is skills development and tools and techniques to use in the workplace.	Months 3 to 12



Programme Component	Detailed Activity	Dates
<b>Qualification support sessions (4 X ½ days)</b>	These sessions provide support to delegates in terms of meeting the assessment requirements of the qualification. They focus particularly on using the workplace as an assessment and development tool.	Months 3 to 12
<b>Telephone coaching for individual managers</b>	Reactive telephone coaching for individual delegates as and when required. This may relate to both development and assessment.	Months 3 to 12
<b>MAP &amp; Functional Test Reassessment (1 day)</b>	Reassess all delegates on MAP and Functional Test to measure and evaluate improvements	Month 12
<b>Project presentations and Programme review (1.5 day)</b>	Delegates to present projects to Senior Managers along with opportunity to review whole programme, what has been learned and measure change in workplace performance.	Month 12

**Assessment for the qualification to be as follows:**

Mandatory units:

- Work-based assignments
- Change management report.

Optional units:

Depending on the units selected, a choice of

- Work-based assignments,
- Reflective reviews,
- Knowledge reviews;
- Oral presentations,
- Role-play/scenarios
- Written reports
- Centre-devised alternatives

**Cost:**

£14,220 programme design, delivery, reviews.

Plus £730 per delegate to cover initial assessments, learning materials, tutor support, marking and quality assurance.

ILM registration and certification - £100 per manager

All prices plus VAT plus travel & accommodation at cost