

## ILM Level 3 NVQ Diploma in Management

Unit No: 300 (Level 3 - Credit Value = 3)

### 'Manage Personal & Professional Development'

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In this unit you will learn how to identify personal and professional development requirements, fulfil a development plan and ensure it's relevance. Learners will be able to initiate development plans in partnership with their employer with realistic, achievable objectives to offer foresight, challenge and variety to jobs and careers.

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The Learner is to provide narrative for each task of how they meet the criteria unless otherwise stated. You must provide full answers that allow for proper assessment of the work you are doing (or have done recently) or what role you have within your working environment. It is expected that you will need at least 200 words per task, providing as much detail as possible.

You will answer each assessment criteria in your own words and write in the first person, ie "I do this". A tip is always to keep in mind the "who, why, how, where and when" in each answer. For any of the criteria you may choose to support your narrative with appropriate referenced evidence.

Please note where only documentation/evidence is required to meet the assessment criteria this will be stated.

#### Research tips:

- <https://rapidbi.com/personaldevelopmentplanpdps/>



**ILM Level 3 NVQ Diploma in Management**    Unit No: 300    **'Manage Personal & Professional Development'**

**Learning Outcome 1** - Be able to identify personal and professional development requirements

- Compare sources of information on professional development trends and their validity
- Identify trends and developments that influence the need for professional development
- Evaluate their own current and future personal and professional development needs relating to the role, the team and the organisation

**Learning Outcome 2** - Be able to fulfil a personal and professional development plan

- Evaluate the benefits of personal and professional development
- Explain the basis on which types of development action are selected
- Identify future and current likely skills, knowledge and experience needs using skills gap analysis
- Agree a personal and professional plan that is consistent with business needs and personal objectives
- Execute the plan within the agreed budget and time scales
- Take advantage of development opportunities made available by professional networks or professional bodies

**Learning Outcome 3** - Be able to maintain the relevance of a personal and professional development plan

- Explain how to set specific, measurable, achievable, realistic and time-bound (SMART) objectives
- Obtain feedback on performance from a range of valid sources
- Review progress toward personal and professional objectives
- Amend the personal and professional development plan in the light of feedback received from others



## ILM Level 3 NVQ Diploma in Management

Unit No: 301 (Level 3 - Credit Value = 4)

### 'Manage Team Performance'

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In this unit you will learn how to adjust the composition, context or direction of a team or work group in order to increase efficiency and achieve desired business goals. Learners will develop a strong understanding of team performance and will be able to effectively manage communications and ensure quality work by identifying strengths.

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#### Research tips:

- <http://www.teamtechnology.co.uk/tb-tpm.html>
- <http://www.techrepublic.com/article/10-tips-for-leading-your-team-to-peak-performance/>



**ILM Level 3 NVQ Diploma in Management**    Unit No: 301    **'Manage Team Performance'**

**Learning Outcome 1** - Understand the management of team performance

- Explain the use of benchmarks in managing performance
- Explain a range of quality management techniques to manage team performance
- Describe constraints on the ability to amend priorities and plans

**Learning Outcome 2** - Be able to allocate and assure quality of work

- Identify the strengths, competences and expertise of team members
- Allocate work on the basis of the strengths, competences and expertise of team members
- Identify areas for improvement in team members' performance outputs and standards
- Amend priorities and plans to take into account changing circumstances
- Recommend changes to systems and processes to improve quality of work

**Learning Outcome 3** - Be able to manage communications within the team

- Explain to team members the lines of communication and authority levels
- Communicate individual and team objectives, responsibilities and priorities
- Use communication methods that are appropriate to the topic, audience and timescales
- Provide support to team members when they need it
- Agree with team members a process for providing feedback on work progress and any issues arising
- Review the effectiveness of team communications and make improvements



## ILM Level 3 NVQ Diploma in Management

Unit No: 302 (Level 3 - Credit Value = 8)

### 'Principles of Leadership and Management'

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In this unit you will learn about the core principles behind leadership and management. Learners will discover how to make effective decisions after gathering and considering a range of factors. The focus of this unit is to look at leadership styles and models, management processes and performance measurement.

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#### Research tips:

- <https://en.wikipedia.org/wiki/Leadership>
- <https://en.wikipedia.org/wiki/Management>
- [https://en.wikipedia.org/wiki/Leadership\\_style](https://en.wikipedia.org/wiki/Leadership_style)
- <http://www.bpir.com/what-is-performance-measurement-bpir.com.html>



**ILM Level 3 NVQ Diploma in Management**    Unit No: 302    **'Principles of Leadership and Management'**

**Learning Outcome 1** - Be able to understand the principles of effective decision making

- Explain the importance of defining the objectives, scope and success criteria of the decisions to be taken
- Assess the importance of analysing the potential impact of decision making
- Explain the importance of obtaining sufficient valid information to enable effective decision making
- Explain the importance of aligning decisions with business objectives, values and policies
- Explain how to validate information used in the decision making process
- Explain how to address issues that hamper the achievement of targets and quality standards

**Learning Outcome 2** - Be able to understand leadership styles and models

- Explain the difference in the influence of managers and leaders on their teams
- Evaluate the suitability and impact of different leadership styles in different contexts
- Analyse theories and models of motivation and their application in the workplace

**Learning Outcome 3** - Understand the role, functions and processes of management

- Analyse a manager's responsibilities for planning, co-ordinating and controlling work
- Explain how managers ensure that team objectives are met
- Explain how a manager's role contributes to the achievement of an organisation's vision, mission and objectives
- Analyse theories and models of management
- Explain how the application of management theories guide a manager's actions
- Explain the operational constraints imposed by budgets



**ILM Level 3 NVQ Diploma in Management**    Unit No: 302    **'Principles of Leadership and Management'**

**Learning Outcome 4 - Be able to understand performance measurement**

- Explain the relationship between business objectives and performance measures
- Explain the features of a performance measurement system
- Explain how to set KPIs
- Explain the tools, processes and timetable for monitoring and reporting on business performance
- Explain the use of management accounts and management information systems in performance management
- Explain the difference between outcomes and outputs



## ILM Level 3 NVQ Diploma in Management

Unit No: 303 (Level 3 - Credit Value = 6)

### 'Principles of People Management'

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In this unit you will learn about the most important elements regarding managing people in your workforce. Learners will understand equality of opportunity, the dynamics to team building and performance management techniques. This unit will also enable learners to understand their workforce better by covering training, development, reward and recognition.

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#### Research tips:

- <https://www.roberthalf.co.uk/news-insights/advice-managers/leadership-skills/people-management-what-makes-effective-manager>
- <http://www.businessballs.com/equality.htm>
- <https://www.mindtools.com/pages/article/improving-group-dynamics.htm>
- <http://www.peoplestreme.com/what-is-performance-management.shtml>
- <http://www.businessballs.com/traindev.htm>
- <http://www.inc.com/encyclopedia/employee-reward-and-recognition-systems.html>





**ILM Level 3 NVQ Diploma in Management**    Unit No: 303    **'Principles of People Management'**

**Learning Outcome 1** - Be able to understand the principles of work force management

- Explain the relationship between the Human Resources (HR) functions and other business functions
- Explain the purpose and process of workforce planning
- Explain how employment law affects an organisation's HR and business policies and practices
- Evaluate the implications for an organisation of utilising different types of employment contract
- Evaluate the implications for an individual of different types of employment contract

**Learning Outcome 2** - Be able to understand equality of opportunity, diversity and inclusion

- Explain the organisation's responsibilities and liabilities under equality legislation
- Explain the benefits that effective equality of opportunity, diversity and inclusion policies bring to individuals and organisations
- Explain the language and behavior that support commitments to equality of opportunity, diversity and inclusion
- Explain how to measure diversity within an organisation

**Learning Outcome 3** - Be able to understand team building and dynamics

- Explain the difference between a group and a team
- Outline the characteristics of an effective team
- Explain the techniques of building a team
- Explain techniques to motivate team members
- Explain the importance of communicating targets and objectives to a team
- Examine the theories of team development
- Explain common causes of conflict within a team
- Explain techniques to manage conflict within a team



**ILM Level 3 NVQ Diploma in Management**    Unit No: 303    **'Principles of People Management'**

**Learning Outcome 4** - Be able to understand performance management

- Identify the characteristics of an effective performance management system
- Explain the uses of specific, measurable, achievable, realistic and time bound (SMART) objectives and priorities
- Describe best practice in conducting appraisals
- Explain the factors to be taken into account when managing people's wellbeing and performance
- Explain the importance of following disciplinary and grievance processes

**Learning Outcome 5** - Be able to understand training and development

- Explain the benefits of employee development
- Explain the advantages and limitations of different types of training and development methods
- Explain the role of targets, objectives and feedback in employee development
- Explain how personal development plans support the training and development of individuals
- Explain how to make use of planned and unplanned learning opportunities to meet individuals' preferred learning styles
- Explain how to support individuals' learning and development

**Learning Outcome 6** - Be able to understand reward and recognition

- Describe the components of 'total reward'
- Analyse the relationship between motivation and reward
- Explain different types of pay structure
- Explain the risks involved in the management of reward schemes



## ILM Level 3 NVQ Diploma in Management

Unit No: 304 (Level 3 - Credit Value = 10)

### 'Principles of Business'

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In this unit you will learn about a variety of different business aspects in order to develop a well-rounded understanding of business markets, sales and marketing, budgeting and financial management and innovation and growth. Learners will have a full understanding of business principles and insight into fundamental rules.

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#### Research tips:

- <http://www.slideshare.net/nbairstow/understanding-business-markets>
- <https://www.kbmanage.com/concept/business-innovation>
- <http://managementhelp.org/businessfinance/>
- <http://www.investopedia.com/articles/pf/08/small-business-budget.asp>
- <https://www.thebalance.com/marketing-vs-sales-what-is-the-difference-2294827>



**ILM Level 3 NVQ Diploma in Management**    Unit No: 304    **'Principles of Business'**

**Learning Outcome 1** - Be able to understand business markets

- Explain the characteristics of different business markets
- Explain the nature of interactions between businesses within a market
- Explain how an organisation's goals may be shaped by the market in which it operates
- Describe the legal obligations of a business

**Learning Outcome 2** - Be able to understand business innovation and growth

- Define business innovation
- Explain the uses of models of business innovation
- Identify sources of support and guidance for business innovation
- Explain the process of product or service development
- Explain the benefits, risks and implications associated with innovation

**Learning Outcome 3** - Be able to understand financial management

- Explain the importance of financial viability for an organisation
- Explain the consequences of poor financial management
- Explain different financial terminology

**Learning Outcome 4** - Be able to understand business budgeting

- Explain the uses of a budget
- Explain how to manage a budget



**ILM Level 3 NVQ Diploma in Management**    Unit No: 304    **'Principles of Business'**

**Learning Outcome 5** - Be able to understand sales and marketing

- Explain the principles of marketing
- Explain a sales process
- Explain the features and uses of market research
- Explain the value of a brand to an organisation
- Explain the relationship between sales and marketing

