

DIPLOMA IN LEADERSHIP AND MANAGEMENT (LEVEL 3)

Thank you for choosing to study with East Sussex College Hastings

Not only do we have over 25 years' experience of delivering education and training to over 5,000 new students each year, we have built a reputation of providing quality ELearning too! This means you can still benefit from our excellent education, even if you can't fit your lifestyle or schedule around our college timetable. All our ELearning courses are accredited by established institutes and have national recognition.



Aims of the course

This course aims to provide you with the skills and knowledge to lead, organise and motivate teams.

This qualification is ideal if you have management responsibilities, but no formal training, and are serious about developing your abilities. It's particularly suited to practising team leaders seeking to move up to the next level of management, and managers who lead people through organisational change, budget cuts or other pressures.

The course will also help those aiming to progress into supervisory or management roles, to demonstrate the skills and abilities needed to become leaders or managers.

Benefits for individuals

- Gain a range of key management skills and put them into practice in your own role
- Build your leadership capabilities - motivate and engage teams, manage relationships confidently
- Develop your leadership and management skills using your own knowledge, values and motivations

Key details about the ILM Diploma

Course Fee:	£1987	Recommended study per week:	8 – 10 hours*
Course length:	7 months	Total units:	12

*You should allow a total of around 224 study hours to complete the whole qualification, over 7 months if you study for 8 - 10 hours each week. If you study more hours each week you may finish the course more quickly.

Assessment Style

The assessment method for this course is via a Virtual Learning Environment (VLE).

At the start of the course you will should identify an organisation you know well in order to relate the theory of Leadership and Management in a real world situation.

Support Provided

A qualified Assessor will mark your work and provide written feedback via the VLE.

Your appointed Assessor will confirm contact hours once you start your learning and will be able to offer support via email correspondence.

During Induction you will be provided with a Study Plan including the expected assessment schedule for your course.

Pass Criteria

Each unit includes specific Learning Outcomes and Assessment Criteria.

To achieve a Pass in any assessment you must meet all criteria.

The list of detailed Assessment Criteria for each Unit is made available to you on the VLE.

Course Content

The course consists of 22 topics, grouped into 12 workbooks/assessment areas.

The course covers:

- **The employer and the leadership role**
 - understand the organisation and its context
 - understanding leadership
 - leading and motivating a team effectively
- **Planning, allocating and organising work**
 - planning and allocating work
 - understanding organisation and delegating in the workplace
- **Solving problems and making decisions**
 - solving problems and making decisions
- **Communication and information systems in the workplace**
 - understanding the communication process in in the workplace
 - understanding workplace information systems
- **Motivation and improving performance**
 - understanding how to motivate to improve performance
 - understanding performance management
- **Career development**
 - developing yourself and others
 - diversity in the workplace
 - managing yourself
- **Induction, training and coaching**
 - understanding training and coaching in the workplace
 - induction and coaching in the workplace
- **Dealing with discipline, conflict and stress in the workplace**
 - understanding discipline in the workplace
 - understanding conflict management in the workplace
 - understanding stress management in the workplace
- **Health and safety at work**
 - understanding health and safety in the workplace
- **Customer Service**
 - understanding customer service standards and requirements
- **Change Management**
 - understanding innovation and change in an organisation
- **Quality Management**
 - understanding quality management in the workplace

Contextualised workbooks

We offer the ILM course with contextualised workbooks for the following sectors:

- **Retail**
- **Health and Social Care**
- **Hospitality**

The qualification you are awarded is the same, Level 3 Diploma in Leadership and Management, but the course workbooks are written with the work setting in mind. Some learners find the customised workbooks helpful.

Your preference can be indicated prior to induction by e-mailing the ELearning Administration Team. If you do not specify a version then the standard version will apply, which is still suitable across professions.

Study time

Study time includes:

- working through the interactive content, including activities and podcasts
- reading the 12 workbooks and working through all the practice exercises
- completing the final assessment questions for each workbook
- reading assessor feedback and reviewing course material or other resources as directed
- resubmitting your assessment answers where requested

How do I know if this is the right course for me?

East Sussex College Hastings offer a 14-day Induction Period for this course which enables you to assess whether both the course and the online mode of study is suitable for you. It also allows the college to assess your suitability, in particular whether you can produce work to meet the standards set by ILM, the awarding body.

How does the Induction Period work?

The induction is conducted online so you don't have to travel to our campus. During the week you will receive your login details to the VLE and a welcome phone call from your assessor to discuss how to attempt the induction unit.

You will be sent a deadline/due date by e-mail which allows you two weeks to submit answers to the induction assessment.

If you don't meet the pass criteria for the induction assessment you won't be enrolled onto the course and you won't have any fee liability. You will not incur any fees during the induction period, or have any outstanding loans to re-pay.

Enrolment onto the qualification will take place once you have passed the induction assessment and have funding in place for the course fees.

If you take out an Advanced Learner Loan to cover your fees then this will be activated 14 days from the course start date.

If you wish to withdraw, you may cancel your enrolment by notifying the Administration Team in writing (by e-mail) prior to day 14 and you will owe nothing. After 14 days, you will owe the full course fee plus an administration charge, in line with the Tuition Fee Policy.

Contact information

If you have any questions, after reading the course summary, please contact the ELearning Team. Our office opening times are:

Monday – Thursday

8.30am – 5.00pm

Friday

8.30am – 4.30pm

01424 458491 - grasp@escg.ac.uk