

Higher Apprenticeship in Leadership and Management Level 4

Overview

The ILM Level 4 Management qualification is suitable for job roles in any sector that involve management and leadership responsibilities. At Level 4 an individual can expect to be a Middle Manager and to hold a central management role in an organisation. This qualification is designed to develop management skills and knowledge to support and recognise occupational competence in management to a national occupation level required by employers.

Higher Apprenticeship Framework

- > ILM Level 4 NVQ Diploma in Management (Competency)
- > ILM Level 4 Diploma in Principles of Leadership and Management
- > Essential Skills Wales Level 2 in Communication
- > Essential Skills Wales Level 2 in Application of Number
- > Essential Skills Wales Level 2 in Digital Literacy
- > ERR – Employment Rights and Responsibilities

Qualification overview for ILM Level 4 NVQ Diploma in Management (Competency)

To achieve the ILM Level 4 NVQ Diploma in Management, learners must complete a minimum of 53 credits.

- > mandatory units from Group A (17credit)
- > Minimum of 20 credits from Group B
- > Maximum of 16 credits from Group C
- > A minimum of 40 credits at Level 4 or above

Mandatory Group A

Title	Level	Credit
Manage personal and professional development	3	3
Provide leadership and management	4	5
Develop and implement an operational plan	4	5
Develop working relationships with stakeholders	4	4

Mae'r Rhaglenni Prentisiaeth, Hyfforddeiaeth a Thwf Swyddi Cymru, a arweinir gan Lywodraeth Cymru, yn cael cymorth ariannol gan Gronfa Gymdeithasol Ewrop

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Optional Group B

Title	Level	Credit
Develop and maintain professional networks	4	3
Encourage learning and development	4	3
Initiate and implement operational change	4	2
Discipline and grievance management	4	3
Manage a tendering process	4	2
Manage physical resources	4	2
Manage the impact of work activities on the environment	4	2
Prepare for and support quality audits	4	3
Conduct quality audits	4	3
Manage a budget	4	2
Manage a project	4	7
Manage business risk	4	6
Manage knowledge in an organisation	4	5
Recruitment, selection and induction practice	4	6
Manage redundancy and redeployment	4	6
Promote equality, diversity and inclusion in the workplace	3	3
Manage team performance	3	4
Manage individuals' performance	3	4
Manage individuals' development in the workplace	3	3
Chair and lead meetings	3	3
Encourage innovation	3	4
Manage conflict within a team	3	5
Procure products and/or services	3	5
Implement and maintain business continuity plans and processes	3	4
Collaborate with other departments	3	3
Support remote or virtual teams	3	4
Contribute to the development of a strategic plan	5	5
Design business processes	5	5
Develop and manage collaborative relationships with other organisations	5	5
Optimise the use of technology	5	6
Manage product and/or service development	5	5



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Optional Group C

Title	Level	Credit
Manage health and safety in own area of responsibility	4	5
Contribute to the design and development of an information system	4	5
Manage information systems	4	6
Manage events	4	6
Manage customer service operations	4	7
Review the quality of customer service	4	4
Contribute to the improvement of business performance	3	6
Negotiate in a business environment	3	4
Resolve customers' problems	3	4
Resolve customers' complaints	3	4
Analyse competitor activity	3	3
Developing sales proposals	4	5
Prioritising information for sales planning	4	3

Please contact us for more information:

ALS Training, Ocean Park House, East Tyndall Street, Cardiff, CF24 5ET • Telephone: 029 2267 7020

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