

# LEADERSHIP AND MANAGEMENT LEVEL 4 CERTIFICATE



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# WELCOME

In this guide you will find everything you need to know regarding the Level 4 Certificate in Principles of Leadership & Management qualification.

## Who is this qualification suitable for?

The Level 4 Certificate in Principles of Leadership and Management is designed to develop aspiring middle managers and first line managers. Learners build core skills in middle management and can access a wide range of optional study areas to help them gain specific management skills to suit their needs.

- Understand the role of leader/manager
- Understand the effects of communication
- Understand motivation
- Understand how to deal with conflict
- Demonstrate your understanding by dealing with a complex problem
- Get a nationally recognised qualification.

## How do I enrol?

1

Visit our website  
[www.atem.co.uk](http://www.atem.co.uk)

2

Complete an application form

3

We check your application

4

We discuss funding options  
with you

5

You complete an initial  
assessment in English  
(Maths assessment optional)

6

We complete enrolment  
paperwork with you

7

You start your qualification!

## WHAT'S INCLUDED

5 units (15 credits)

Level	Unit Title	Credits
4	400: Understanding the Management Role to Improve Management Performance	4
4	408: Management Communication	4
3	310: Understanding How to Motivate to Improve Performance	2
3	312: Understanding Conflict Management in the Workplace	1
4	401: Planning & Leading a Complex Team Activity	4

### Understand the Management Role to Improve Management Performance

To be able to demonstrate understanding of the middle management role and be able to plan your own development. Whilst learning about the role of middle management in enabling an organisation to achieve its goals, and understanding the effect of interpersonal skills and communication on managerial performance in the workplace, the learner will assess his/her own development opportunities to improve own managerial performance. **The nominal word count for this unit is 2000.**

### Management Communication

To develop understanding and ability to communicate effectively, as required by a practising or potential middle manager. This unit will enable learners to demonstrate knowledge around the importance of effective communication in management and be able to develop effective communication skills as a reflective manager by evaluating their own communication skills as a manager and identifying areas for improvement. **The nominal word count for this unit is 2000 words.**

### Understanding How to Motivate to Improve Performance

The learner will be able to develop knowledge and understanding of motivation theory and how it can be applied in the workplace to improve performance, as required by a practising or potential first line manager. This unit will involve a lot of self-directed research and guided learning in order to allow the learner to report on their findings. **The nominal word count for this unit is 1000 words.**

### Understanding Conflict Management in the Workplace

To develop knowledge and understanding of managing conflict and supporting individuals, as required by a practising or potential first line manager. This unit will involve a lot of self-directed research and guided learning in order to allow the learner to report on their findings. **The nominal word count for this unit is 1000 words.**

### Planning & Leading a Complex Team Activity

To enable you to plan and lead a complex team activity which demonstrates your leadership skills. You will demonstrate how you have planned a complex team activity and communicated information on the activity to your team. A review of your ability to lead a team through a complex activity will be required at the end.

An ILM Assessment Task provides an opportunity to relate your learning directly to your current organisation. It is recommended that you discuss the assignment with your line manager to explore and agree how the task could be used to support the needs of your employer (as well as evidencing your learning as part of completing your ILM qualification). **The nominal word count for this assignment is 2000 words.**

*If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacity.*

## How will learning take place?

### Through Distance Learning Only

Learners will be required to conduct their own research in order to meet the requirements of the units and produce written reports for assessment via email. Research can be from the Internet, books, or ILM online materials, but you must quote sources and not plagiarise.

- Your assessor will contact you via phone to introduce you to the qualification, conduct a thorough induction and set your first piece of work.
- Your assessor will set work and target dates for completion of work. Each unit requires a report of 1000-3000 words.
- You will electronically submit your work to your assessor, who will assess it and provide feedback via email / phone.
- Report evidence will be supported / supplemented with professional discussions and question and answer sessions conducted over the phone.
- Time frame: 6 months

## The Assessment Process

Access Training use a blended learning model which means that training, assessment and support will be delivered in a variety of ways to suit you and your employer. Webinars, e-learning, and Skype will be combined with face-to-face visits and self-study to provide flexible learning that you can access when and where you want - whether that's during an appointment in working hours, taking part in a Skype call at your desk or watching a video on your phone.

Achievement of the qualification is based around the provision of sufficient evidence to show that the job can be done to the national standards. You need to collect a variety of evidence and this collection of evidence is called a 'portfolio'. This will be done electronically via an e-portfolio and your assessor may use any of the following for sources of evidence:

#### Work Product

There may be tasks that you routinely carry out which are applicable to your qualification - e.g. send and receive emails. The products of these tasks may be used as evidence, as long as the evidence is sufficiently current and relevant to the standards.

#### Questioning / Professional Discussion

Questioning may be oral or written. Your assessor will ask you questions to make sure you have the necessary knowledge and understanding to fulfil the requirements set by the national standard. Where suitable, your assessor may electronically record question and answer sessions.

## Completion of the certificate

When all outcomes have been achieved, your paperwork and portfolio is passed onto the Internal Quality Assurer, who will sample it and apply for your certificate, if it is of the required standard. Your portfolio will be sampled for quality on an ongoing basis throughout your qualification.

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