

# ILM Level 3 Award in First Line Management

The Level 3 Award is a qualification programme from the **Institute of Leadership and Management**. It is an ideal first step towards management for those general practice staff who may be in a supervisory position and wish to expand their knowledge of management skills and techniques.

The programme is therefore ideal for current or aspiring Senior Receptionists, Assistant or Deputy Practice Managers, Office Managers etc.

The programme consists of the following units covered through **5 one-day workshops** and 1 distance learning workbook:

- **Unit M3.01: Solving Problems and Making Decisions**
- **Unit M3.30: Understanding the Communication Process in the Workplace**
- **Unit M3.21: Organising and Delegating**
- **Unit M3.34: Understanding Workplace Information Systems**

*NB: Full details of the learning outcomes of these units are available on request.*

The programme is assessed via a written work based assignment and a reflective review which draws upon knowledge gained through the course and applies it to the workplace. There is no formal exam.

Syder and Young Ltd have been training non-clinical GP practice staff for over ten years. All our programmes are contextualised within a general practice setting so as to make the content up to date and relevant to delegates attending the courses.



The programme is run over six months and successful candidates are awarded the **Institute of Leadership and Management (ILM) Level 3 Award in First Line Management**.

<b>Dates:</b>	<b>Wednesday 2<sup>nd</sup> May 2012</b> <b>Thursday 14<sup>th</sup> June 2012</b> <b>Wednesday 18<sup>th</sup> July 2012</b> <b>Thursday 6<sup>th</sup> September 2012</b> <b>Wednesday 3<sup>rd</sup> October 2012</b>	<b>Times: 9.30am to 4.00pm</b>
<b>Venue:</b>	<b>Keystone Innovation Centre, Thetford, Norfolk</b>	
<b>Cost:</b>	<b>£550</b> plus VAT per person (includes workshop attendance, tutorials, course materials - including distance learning workbook, assessment, internal and external verification. Does not include ILM registration fees which are £75 per person - VAT free)	

**To book places, please e-mail: [admin@syderandyoung.co.uk](mailto:admin@syderandyoung.co.uk) or telephone 01403 272571 or book on-line at [www.syderandyoung.co.uk](http://www.syderandyoung.co.uk)**

*We will confirm your booking by e-mail. Two weeks before the course, joining instructions will be sent by post to the named delegate(s) at the practice address. The practice will be invoiced after the event. Please note that bookings that are subsequently cancelled will be charged at the full fee unless the place can be filled by another delegate.*