





# ILM LEVEL 4 S/NVQ IN MANAGEMENT

## Overview of units

Ref	Unit title	Mandatory/optional
B1	Develop and implement operational plans for your area of responsibility	M
C2	Encourage innovation in your area of responsibility	M
D2	Develop productive working relationships with colleagues and stakeholders	M
E6	Ensure health and safety requirements are met in your area of responsibility	M
F3	Manage business process	M
A2	Manage your own resources and professional development	O
A3	Develop your personal networks	O
B6	Provide leadership in your area of responsibility	O
B8	Ensure compliance with legal, regulatory, ethical, and social requirements	O
B11	Promote equality of opportunity and diversity in your area of responsibility	O
C4	Lead change	O
C5	Plan change	O
C6	Implement change	O
D3	Recruit, select and keep colleagues	O
D6	Allocate and monitor the progress and quality of work in your area of responsibility	O
D7	Provide learning opportunities for colleagues	O
D10	Reduce and manage conflict in your team	O
D11	Lead meetings	O
E2	Manage finance for your area of responsibility	O
E8	Manage physical resources	O
E9	Manage the environmental impact of your work	O
E10	Take effective decisions	O
F1	Manage a project	O
F2	Manage a programme of complementary projects	O
F8	Work with others to improve customer service	O
F9	Build your organisation's understanding of its market and customers	O
F11	Manage the achievement of customer satisfaction	O

Candidates must complete the mandatory units for their qualification, marked M, then chose from the remaining units, marked O, to complete the qualification – please check with your centre for further advice.

## Learning resources

ILM offers learning providers a range of support materials for the ILM Level 4 S/NVQ in Management:

- *National Occupational Standards and Evidence Requirements Level 4 S/NVQ in Management*. This user-friendly book contains qualification information and guidance on unit choice, individual unit specifications and evidence requirements, guidance on assessment, portfolio preparation and sample documentation

## ILM membership

All learners gain free studying membership of ILM for one year. Designed to help candidates get the most from their course and advance their management career, studying membership gives access to a wide range of specialist support and development materials and services. Once registered, candidates can activate their ILM studying membership online at [www.i-l-m.com/activate](http://www.i-l-m.com/activate). At any time candidates can upgrade to become a full ILM professional member – giving an additional range of membership services and the use of post nominal letters (e.g. AInstLM).

## Contact ILM [www.i-l-m.com](http://www.i-l-m.com)

The ILM Qualification and Membership teams are dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

For information on any aspect of ILM qualifications and learning resources contact **01543 266867** or e-mail **customer@i-l-m.com**

For information on ILM membership contact **01543 266886** or e-mail **membership@i-l-m.com**

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