

## ILM Level 3

# Award and Certificate in Management of Volunteers



### Who are these qualifications for?

The Award or Certificate in Management of Volunteers is ideal for individuals seeking to prepare for their first management role in the third sector, or practising managers who want to improve their performance. Learners will gain a solid foundation in the specific set of skills they need to supervise, support, organise and motivate a team of volunteers.

### Benefits for individuals

- Supervise, support and motivate volunteer workers
- Manage people with confidence, communicate well, build better relationships
- Learn a portfolio of practical management tools, techniques and skills
- Get a nationally recognised qualification.

### Benefits for employers

- Well-run, productive and motivated teams of volunteers
- Increased engagement with your organisation's goals
- A wide range of optional units – customise this qualification to suit organisational needs
- Workplace-based assessment ensures new skills are effectively transferred to the job.

The units in these qualifications cover a wide range of skills and knowledge. This includes a choice of optional units that focus on management issues specific to volunteers, working with people, including building relationships, managing performance, fundamental competencies and getting results.

### Progression

Successful completion of this qualification can lead to a range of progression options including the following:

- Level 4 Award, Certificate or Diploma in Leadership and Management
- Level 5 Award, Certificate or Diploma in Leadership and Management.

## Qualification overview

Qualification title	Credit value	Total qualification time	Structure
<b>Level 3 Award in Management of Volunteers</b> QAN: 600/1460/X	Minimum 6 credits Maximum 11 credits	60 hours	<ul style="list-style-type: none"> <li>● One hour induction</li> <li>● At least one hour tutorial support</li> <li>● One mandatory unit*</li> <li>● Choice of optional units, which contains units at Levels 2, 3 and 4</li> <li>● Maximum of 5 credits from Group 2</li> </ul>
<b>Level 3 Certificate in Management of Volunteers</b> QAN: 600/1843/4	Minimum 15 credits Maximum 18 credits	150 hours	<ul style="list-style-type: none"> <li>● One hour induction</li> <li>● At least one hour tutorial support</li> <li>● Two mandatory units*</li> <li>● Choice of optional units from Group 2, which contains units at Levels 2, 3 and 4</li> <li>● Minimum of 7 credits, maximum of 10 credits from Group 2</li> </ul>

\*Refer to table below for unit details

## Rules of combination

### Award

- One mandatory unit from Group 1 (total credit value of 6)
- Choice of optional units from Group 2
- Maximum of 5 credits from Group 2

### Certificate

- Two mandatory units from Group 1 (total credit value of 8)
- Choice of optional units from Group 2
- Minimum of 7 credits, maximum of 10 credits from Group 2

## Overview of units

### Group 1

Reference	Unit title	Level	CV*	GLH**	Mandatory***
8309-300	Supervise and Support Volunteers	3	6	24	A C
8309-313	Managing Volunteer Agreements ( <i>Certificate only</i> )	3	2	8	C

\*Credit value \*\*Guided learning hours \*\*\*A=Award C=Certificate

### Group 2

Reference	Unit title	Level	CV*	GLH**
8309-200	Manage Personal Development	2	4	20
8309-201	Develop Working Relationships with Colleagues	2	3	15
8309-202	Participate in Meetings ( <i>Award only</i> )	2	2	10
8309-203	Communicate Information and Knowledge	2	3	10
8309-301	Promote Volunteering within Your Organisation and to Volunteers	3	3	16
8309-302	Manage Risk in Relation to Volunteers	3	5	24
8309-303	Manage Customer Service in Own Area of Responsibility	3	4	25
8309-304	Make Effective Decisions	3	3	10
8309-305	Manage Own Professional Development Within an Organisation	3	4	20
8309-306	Support Team Members in Identifying, Developing and Implementing New Ideas	3	4	20
8309-307	Set Objectives and Provide Support for Team Members	3	5	35
8309-308	Manage or Support Equality of Opportunity, Diversity and Inclusion in Own Area of Responsibility	3	4	20
8309-309	Manage Conflict in a Team	3	3	20
8309-310	Manage Knowledge in Own Area of Responsibility	3	4	15
8309-311	Plan, Allocate and Monitor Work of a Team	3	5	25
8309-312	Lead and Manage Meetings	3	4	20
8309-313	Managing Volunteer Agreements ( <i>Award only</i> )	3	2	8

## Group 2 continued

Reference	Unit title	Level	CV*	GLH**
8309-400	Support Individuals to Develop and Take Responsibility for Their Performance	4	4	20
8309-401	Address Performance Problems Affecting Team Members	4	3	20
8309-402	Build, Support and Manage a Team	4	4	20
8309-403	Ensure Compliance with Legal, Regulatory, Ethical and Social Requirements	4	5	25
8309-404	Plan, Allocate and Monitor Work in Own Area of Responsibility	4	5	25
8309-405	Developing Working Relationships with Colleagues and Stakeholders	4	4	20
8309-406	Support Learning and Development Within Own Area of Responsibility	4	5	25
8309-407	Analyse the Market in Which Your Organisation Operates	4	5	25
8309-408	Develop, Maintain and Review Personal Networks	4	4	25
8309-409	Manage the Achievement of Customer Satisfaction <i>(Certificate only)</i>	4	5	25
8309-410	Manage Risk in Own Area of Responsibility <i>(Certificate only)</i>	4	4	25
8309-411	Implement Change in Own Area of Responsibility <i>(Certificate only)</i>	4	6	25
8309-412	Provide Leadership and Direction for Own Area of Responsibility	4	5	30

\*Credit value \*\*Guided learning hours

### Contact ILM

The ILM Customer Service Team is 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.

**T 01543 266867**

**E [customer@i-l-m.com](mailto:customer@i-l-m.com)**

All ILM qualifications are awarded by the City and Guilds of London Institute, which was founded in 1878 and is incorporated by Royal Charter.

### Learning resources

There is a range of materials available to support ILM qualifications through our online portal, Walled Garden, and the ILM website. Contact us to find out more.

### Institute of Leadership & Management membership

All ILM learners receive a minimum of 12 months membership of the Institute of Leadership & Management, bringing access to a wealth of resources to support their leadership development.

### Our ethos

Our qualifications combine innovative design with a strong focus on workplace performance. We believe this delivers well-rounded managers with a proven ability to perform to the required standards.