

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 in Sussex, Surrey and Hampshire 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**.

Dates:	Friday 23rd September 2011 Thursday 27th October 2011 Wednesday 14th December 2011 Thursday 1st March 2012 Thursday 12th April 2012	Times: 9.30am to 4.00pm
Venue:	Ouse Valley Practice, Handcross, West Sussex	
Cost:	£495 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 currently £73 per person - VAT free)	

To book places, please e-mail: admin@syderandyoung.co.uk or telephone 01403 272571 or book on-line at 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.