



ILM LEVEL 5 CERTIFICATE IN BUSINESS SUPPORT

ILM/L5CBS/0508

Introducing the qualification

The ILM Level 5 Certificate in Business Support aims to develop a broad base of business support skills, knowledge and understanding required by business advisors working in this sector.

The qualification is made up of three mandatory units. In the first unit, 'Personal Professional Development', participants assess, plan and develop their own

professional development needs. They also review and improve the business support services offered by themselves or their employers using performance monitoring techniques. The second mandatory unit, 'Building business support relationships', aims to equip business advisors with the skills to build effective business support relationships with their clients. In the final unit of

this qualification, 'Delivering business support', participants work with clients to analyse their business – helping them to embrace change and make actions plans to improve their business.

Qualification overview

Level 5 Certificate in Business Support	
Credit value	<ul style="list-style-type: none">• Minimum 23 credits
Guided learning	<ul style="list-style-type: none">• Minimum 78 hours
Duration	<ul style="list-style-type: none">• Completion within two years
Structure	<ul style="list-style-type: none">• Induction – three hours• Tutorial support – at least three hours• Three mandatory units with a combined credit value of 23
Assessment – mandatory units	<ul style="list-style-type: none">• Personal development portfolio• Project portfolio (including one observation)
Entry requirements	There are no formal entry requirements for the programme. However, in order to benefit from the programme, candidates should possess communication skills sufficient to allow them to perform as business support professionals and to address the assessment requirements of the qualifications



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Overview of units

Ref	Unit title	CV*	Mandatory
E5.05	Personal professional development	7	C
E5.07	Building business support relationships	8	C
E5.08	Delivering business support	8	C

* Credit value

Candidates must complete the associated mandatory units for their qualification, marked C = Certificate, – check with your centre for further advice.

National register

Successful candidates can apply for entry on to the National Register of Business Support Professionals, maintained by the Institute of Business Consulting (IBC).

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. 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

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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