



# ILM LEVEL 5 CERTIFICATE IN SERVICE IMPROVEMENT

ILM/L5CISI/V2/0711

## Introducing the qualification

The ILM Level 5 Certificate in Service Improvement aims to equip learners with the skills to lead a service improvement process at their workplace. The qualification comprises of two mandatory units and covers the preparation, methodologies and implementation of service improvement.

In the first unit learners gain insight into the principles lean production, six sigma, kaizen/continuous improvement and related models. They also look at problem measurement and analysis before moving on to the second mandatory unit where they complete, evaluate and report on a service delivery improvement in their workplace.

### Progression

As you progress in your career there are a number of ILM qualifications that can help you in your new role, recognise your knowledge and achievements or prepare you for your next move. On completion of this Certificate, for example, you can progress to the ILM Level 5 Certificate and Diploma in Management.

## Qualification overview

	ILM Level 5 Certificate in Service Improvement
<b>Credit value</b>	<ul style="list-style-type: none"><li>• 20 credits</li></ul>
<b>Guided learning</b>	<ul style="list-style-type: none"><li>• Minimum 60 hours</li></ul>
<b>Duration</b>	<ul style="list-style-type: none"><li>• Completion within three years</li></ul>
<b>Structure</b>	<ul style="list-style-type: none"><li>• Induction – two hours</li><li>• Tutorial support – at least three hours</li><li>• Two mandatory units</li></ul>
<b>Assessment</b>	<ul style="list-style-type: none"><li>• Work-based service improvement project, plus</li><li>• Case study exercises</li></ul>
<b>Entry requirements</b>	There are no formal entry requirements, but learners must be in a position to meet the assessment demands – ideally using their workplace as the basis for assignments.



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## Overview of units

Ref	Unit title	CV*	Mandatory
M5.33	Preparing to apply lean production and improvement methodologies to operational problems in service delivery	8	C
M5.34	Applying lean production and improvement methodologies to operational problems in service delivery	12	C

\* Credit value

Candidates must complete the associated mandatory units for their qualification, marked C = Certificate.

## Learning resources

There is a range of materials available to support ILM qualifications, for full details browse online at [www.i-l-m.com/shop](http://www.i-l-m.com/shop). The following are suitable for the ILM Level 5 Certificate in Service Improvement:

- **Management Extra**. A collection of 20 workbooks designed to support ILM Level 4 and 5 programmes
- **Unit Assessments**. A collection of ready to use assessments complete with mark sheets available for purchase or download.

## ILM membership

All learners can gain free development support for six months with our Trial Membership package. ILM membership brings access to a wide range of online resources, news and information that have been specially selected to support management learning and development. It's the ideal way to help learners get the most from their ILM programme and support their management career.

Learners can simply visit [www.i-l-m.com/activate](http://www.i-l-m.com/activate) and start their free Trial Membership anytime.

## 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 email **customer@i-l-m.com**

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

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