



**Global Manager**

# GLOBAL MANAGER

Global Management Academy

Online ILM Courses for ILM Centers Worldwide

Offer your ILM qualification programs online through the Global Reseller Partner Program.

Global Management Academy

[www.globalmanagementacademy.com](http://www.globalmanagementacademy.com)

## GLOBAL MANAGER – E-LEARNING PORTAL FOR ILM CENTERS

The Global Management Academy E-Learning Portal is used by companies in Europe, The Middle East, Asia, and Australia to develop the management and leadership skills of employees at all levels

Comprising hundreds of online ILM courses, and 2000+ hours of leadership and management courses and programs, all accredited by the City and Guilds ILM, the Global E-Learning Portal is a high value management development resource, which enables ILM Centers to immediately offer online qualifications for all **ILM Level 3 through 7 qualifications**.

### E-LEARNING PORTAL FEATURES

- **100's of Online Courses** – 2000 learning hours+ in core Management Skills
- **40 ILM Qualification** Programs
- **Complete Flexibility** – Courses Accessible 24/7
- **Individual Course duration** - (courses range from 10 - 24 hours)
- **Learner Access** – Fees based on learner per course / program.
- **Mixed multi-media learning** - (online lectures, video, self-assessments, virtual coach, and quizzes)
- **Instructional Resources** – downloadable Learning Manuals, Assessments guides and templates and additional articles and workbooks to offer Blended Learning.
- **ILM Certification** – all courses are written to ILM specification – and available in structured qualification learning paths, or custom selection as clients require.



Global E-Learning Portal

### HOW IT WORKS

On agreement to proceed, Global will:

- Provide the Partner with **promotional materials (course catalogue and qualification program flyers)** for marketing purposes.
- The Partner can then co-brand the promotional material and start marketing the courses.

To purchase programs and / or courses:

1. Step 1: Partner selects the programs(s) / course(s) and the number of learners.
2. Step 2: Partner places order with Global.
3. Step 3: Global assigns the Partner the Enrolment Tokens (access codes) for the selected ILM programs / courses.
4. Step 4: The Partner sends the joining link and the access code to the customer
5. Step 5: The Customer “self-registers” to create an account (short registration form) and the Customer enters the enrolment key to add the course to their account.

**Online Courses Self Sign Up**  
Register to access courses by entering the code provided to you

First name:

Last name:

Email:

We will send account login information to this address

Confirm Email:

Code:

### BLENDED LEARNING

Partners can offer courses as part of a Blended Learning program. Partners will have access to Learning Manuals, and Assessment for qualification programs. Courses are 95% white-labelled and enable the partner to promote their own brand and manage their own delivery program.

### CONTRACT

Get started with a simple agreement to proceed. Start marketing your offerings and pay when you have confirmed attendees for your ILM qualification programs. All courses provide all the resources a learner needs to complete the selected ILM qualifications. Partners can support their learners by email, phone and video conferencing.

### SUPPORT

Global provides continuous email, video and phone support to partners, and technical support to learners. Global provides Monthly progress reports for all enrolled learners directly to the partner.

## ILM LEVEL 3 LEARNING PATHS (QUALIFICATIONS FOR 1<sup>ST</sup> LINE MANAGERS)

Select from the following learning paths for your 1<sup>st</sup> line managers (Team Leaders and Supervisors)

Function	Duration	Content
General Management	3 months	<b>ILM LEVEL 3 AWARD - EFFECTIVE SUPERVISION SKILLS</b> <ul style="list-style-type: none"> <li>- Planning and Allocating Work (2 credits)</li> <li>- Managing Effective Workplace relationships (2 credits)</li> </ul>
General Management	3 months	<b>ILM LEVEL 3 AWARD – EFFECTIVE COMMUNICATION SKILLS</b> <ul style="list-style-type: none"> <li>- Interpersonal Communication Skills (Understanding Communication) (2 credits)</li> <li>- Giving Briefings and Presentations (2 credits)</li> </ul>
Operations Management	3 Months	<b>ILM LEVEL 3 AWARD – QUALITY MANAGEMENT</b> <ul style="list-style-type: none"> <li>- Understanding Quality Management (2 credits)</li> <li>- Solving Workplace Problems (2 credits)</li> </ul>
Project Management	3 months	<b>ILM LEVEL 3 AWARD – UNDERTAKING WORKPLACE PROJECTS</b> <ul style="list-style-type: none"> <li>- Managing Workplace projects (2 credits)</li> <li>- Organizing and Delegating Work (2 credits)</li> </ul>
Customer-Service Management	3 months	<b>ILM LEVEL 3 AWARD – MANAGING CUSTOMER SERVICE</b> <ul style="list-style-type: none"> <li>- Managing Service Quality (2 credits)</li> <li>- Managing Complaints and Solving Service Problems (2 credits)</li> </ul>
General Management	3 months	<b>ILM LEVEL 3 AWARD– MANAGING PEOPLE PERFORMANCE</b> <ul style="list-style-type: none"> <li>- Motivating People at Work (2 credits)</li> <li>- Managing Employee Performance (2 credits)</li> </ul>
Finance and Admin. Management	3 months	<b>ILM LEVEL 3 AWARD – BUSINESS MANAGEMENT</b> <ul style="list-style-type: none"> <li>- Understanding your Organization (2 credits)</li> <li>- Understanding Costs and Budgets (1 credit)</li> <li>- Writing for Business (1 credit)</li> </ul>
General Management	3 months	<b>ILM LEVEL 3 AWARD – BUILDING AN EFFECTIVE TEAM</b> <ul style="list-style-type: none"> <li>- Building an Effective Team (1 credit)</li> <li>- Managing Conflict at Work (1 credit)</li> <li>- Leading and Motivating a Team Effectively (2 credits)</li> </ul>
Operations Management	3 months	<b>ILM LEVEL 3 AWARD – MANAGING OPERATIONS</b> <ul style="list-style-type: none"> <li>- Managing Workplace Projects (2 credits)</li> <li>- Organizing and Delegating Work (2 credits)</li> <li>- Developing and Managing Project Budgets (2 credits)</li> </ul>
General Management	6 months	<b>ILM LEVEL 3 CERT – FIRST LINE MANAGEMENT</b> <ul style="list-style-type: none"> <li>- Planning and Allocating Work (2 credits)</li> <li>- Interpersonal Communication Skills (Understanding Communication) (2 credits)</li> <li>- Understanding Leadership (2 credits)</li> <li>- Managing Effective Workplace relationships (2 credits)</li> <li>- Managing Employee Performance (2 credits)</li> <li>- Managing meetings (3 credits)</li> </ul>
Sales and Marketing	6 months	<b>ILM LEVEL 3 CERT – SALES AND MARKETING MANAGEMENT</b> <ul style="list-style-type: none"> <li>- Essential Sales Skills (Understanding Sales) (2 credits)</li> <li>- Meeting Customer Needs (2 credits)</li> <li>- Foundations in Marketing (2 credits)</li> <li>- Business Negotiating Skills (1 credit)</li> <li>- Making Effective Sales Presentations (2 credits)</li> <li>- Leading and Motivating a Sales Team (2 credits)</li> <li>- Planning and Monitoring Sales Team Activity (2 credits)</li> </ul>
Business Management	6 Months	<b>ILM LEVEL 3 CERT. – BUSINESS MANAGEMENT</b> <ul style="list-style-type: none"> <li>- Planning and Monitoring Work 2 credits)</li> <li>- Understanding Costs and Budgets (1 credit)</li> <li>- Workplace Coaching (3 credits)</li> <li>- Enterprise Awareness (3 credits)</li> <li>- Managing Service Quality (2 credits)</li> <li>- Managing Materials and Equipment (2 credits)</li> </ul>
Customer Service Management	6 Months	<b>ILM LEVEL 3 CERT. – CUSTOMER SERVICE MANAGEMENT</b> <ul style="list-style-type: none"> <li>- Meeting Customer needs (2 credits)</li> <li>- Interpersonal Communication Skills (2 credits)</li> <li>- Managing Service Quality (2 credits)</li> <li>- Handling Complaints and Managing Service Problems (3 credits)</li> <li>- Leading and Motivating a Customer Service Team (2 credits)</li> <li>- Understanding your Organization (2 credits)</li> </ul>

## ILM LEVEL 4 LEARNING PATHS (QUALIFICATIONS FOR NEW MIDDLE MANAGERS)

Select from the following learning paths for your new and aspiring Middle Managers (Operations Managers, Superintendents, Project Managers)

Function	Duration	Content
Finance & Admin Management	3 months	<b>ILM LEVEL 4 AWARD – FINANCE MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Understanding Financial Management (3 credits)</li> <li>– Budgetary Planning and Control (4 credits)</li> </ul>
Leadership and Strategy	3 months	<b>ILM LEVEL 4 AWARD – EFFECTIVE LEADERSHIP</b> <ul style="list-style-type: none"> <li>– Developing your Leadership Styles (4 credits)</li> <li>– Delegating Authority in the Workplace (2 credits)</li> </ul>
Finance and Administration	6 months	<b>ILM LEVEL 4 CERT – BUSINESS ADMIN. MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Understanding Financial Management (3 credits)</li> <li>– Managing Physical Resources (4 credits)</li> <li>– Budgetary Planning and Control (4 credits)</li> <li>– Understanding Recruitment and Selection (2 credits)</li> </ul>
Sales and Marketing Management	6 months	<b>ILM LEVEL 4 CERT – MARKETING MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Market (Business Environment) Assessment (5 credits)</li> <li>– Data Collation and Analysis (2 credits)</li> <li>– Developing Marketing Strategy (4 credits)</li> <li>– Managing Marketing Activities (3 credits)</li> </ul>
Innovation and Change Management	6 months	<b>ILM LEVEL 4 CERTIFICATE – MANAGING CHANGE</b> <ul style="list-style-type: none"> <li>– Developing a Culture to Support Innovation and Improvement (3 credits)</li> <li>– Leading Complex Team Activities (4 credits)</li> <li>– Managing and Implementing Change (6 credits)</li> </ul>
General Management	6 months	<b>ILM LEVEL 4 CERTIFICATE – EFFECTIVE MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Managing for Performance (4 credits)</li> <li>– Management Communication Skills (4 credits)</li> <li>– Managing Stress and Conflict (3 credits)</li> <li>– Managing Employee Performance (2 credits)</li> </ul>
General Management	6 months	<b>ILM LEVEL 4 CERTIFICATE – BUSINESS MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Understanding Financial Management (3 credits)</li> <li>– Budgetary Planning and Control (4 credits)</li> <li>– Managing Risk (4 credits)</li> <li>– Managing Customer Relations (3 credits)</li> </ul>
General Management	12 months	<b>ILM LEVEL 4 DIPLOMA – GENERAL MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Developing your Leadership Styles (4 credits)</li> <li>– Managing for Performance (4 credits)</li> <li>– Budgetary Planning and Control (4 credits)</li> <li>– Understanding the Organization Culture and Context (6 credits)</li> <li>– Developing People in the Workplace (5 credits)</li> <li>– Managing Equality and Diversity (4 credits)</li> <li>– Managing Stress and Conflict in the Organization (3 credits)</li> <li>– Managing and Implementing Change (6 credits)</li> <li>– Making Professional Presentations (2 credits)</li> </ul>
Business Management	12 months	<b>ILM LEVEL 4 DIPLOMA – BUSINESS MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Understanding the Organization Environment (5 credits)</li> <li>– Understanding Financial Management (3 credits)</li> <li>– Understand the Economics of the Marketplace (6 credits)</li> <li>– Developing Marketing Strategy (4 credits)</li> <li>– Budgetary Planning and Control (4 credits)</li> <li>– Managing Customer Relations (3 credits)</li> <li>– Managing Physical Resources (4 credits)</li> <li>– Managing Risk (4 credits)</li> <li>– Managing for Efficiency and Effectiveness (4 credits)</li> </ul>

## ILM LEVEL 5 LEARNING PATHS (FOR MIDDLE AND SENIOR MANAGERS)

Select from the following learning paths for your experienced Middle Managers:

Function	Duration	Content
Leadership and Strategy	3 months	<b>ILM LEVEL 5 AWARD – MASTERING LEADERSHIP</b> <ul style="list-style-type: none"> <li>– Becoming an Effective Leader (5 credits)</li> <li>– Making Professional Presentations (2 credits)</li> </ul>
Leadership and Strategy	3 months	<b>ILM LEVEL 5 AWARD - ETHICAL LEADERSHIP</b> <ul style="list-style-type: none"> <li>– Understanding Organization Culture and Ethics (3 credits)</li> <li>– Assessing your Leadership Capability and Performance (6 credits)</li> </ul>
Finance and Admin. Management	6 months	<b>ILM LEVEL 5 CERT. – LEADERSHIP FOR RESULTS</b> <ul style="list-style-type: none"> <li>– Leadership for Results (4 credits)</li> <li>– Understanding Financial Management (3 credits)</li> <li>– Interpreting Financial Statements (3 credits)</li> <li>– Making Professional Presentations (2 credits)</li> </ul>
Innovation and Change Management	6 months	<b>ILM LEVEL 5 CERT. – MANAGING BUSINESS IMPROVEMENT</b> <ul style="list-style-type: none"> <li>– Managing Improvement (3 credits)</li> <li>– Managing for Efficiency and Effectiveness (4 credits)</li> <li>– Planning and Leading Complex Team Activities (4 credits)</li> <li>– Leading Motivating and Engagement (2 credits)</li> </ul>
Leadership and Strategy	6 months	<b>ILM LEVEL 5 CERT. - EFFECTIVE MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Becoming an Effective Leader (5 credits)</li> <li>– Management Coaching and Mentoring (5 credits)</li> <li>– Managing People for Performance (4 credits)</li> </ul>
Project Management	3 months	<b>ILM LEVEL 5 CERTIFICATE – PROJECT MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Managing Projects in the Organization (5 credits)</li> <li>– Making the Project Business Case (3 credits)</li> <li>– Managing and Implementing Change (6 credits)</li> </ul>
General Management	6 months	<b>ILM LEVEL 5 CERT. – LEADING INNOVATION AND CHANGE</b> <ul style="list-style-type: none"> <li>– Leading Innovation (5 credits)</li> <li>– Develop a Culture to Support Innovation and Change (3 credits)</li> <li>– Managing and Implementing Change (6 credits)</li> </ul>
General Management	6 months	<b>ILM LEVEL 5 CERT. – MANAGING H-R-D</b> <ul style="list-style-type: none"> <li>– Managing Recruitment, Selection, and Induction (5 credits)</li> <li>– Managing Employee Development (4 credits)</li> <li>– Management Coaching and Mentoring (5 credits)</li> </ul>
Operations Management	6 months	<b>ILM LEVEL 5 CERT. – PLANNING LEAN SERVICE IMPROVEMENT</b> <ul style="list-style-type: none"> <li>– Planning a lean Improvement Program (8 credits)</li> <li>– Data Collation and Analysis (2 credits)</li> </ul>
Business Management	12 months	<b>ILM LEVEL 5 DIPLOMA – ENTERPRISE MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Assessing your Leadership Capability and Performance (6 credits)</li> <li>– Understanding the Organization Environment (5 credits)</li> <li>– Developing Marketing Strategy (4 credits)</li> <li>– Understanding Financial Management (3 credits)</li> <li>– Understanding the Economics of the Marketplace (6 credits)</li> <li>– Interpreting Financial Statements (3 credits)</li> <li>– Managing Marketing Activities (3 credits)</li> <li>– Managing Customer Relations (3 credits)</li> <li>– Developing and Leading Teams to achieve Objectives (4 credits)</li> </ul>
General Management	12 months	<b>ILM LEVEL 5 DIPLOMA – GENERAL MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Becoming an Effective Leader (5 credits)</li> <li>– Understanding Organization Culture and Context (6 credits)</li> <li>– Managing for Efficiency and Effectiveness (4 credits)</li> <li>– Managing Recruitment and Selection (5 credits)</li> <li>– Managing Recruitment and Selection (5 credits)</li> <li>– Managing Employee Development (5 credits)</li> <li>– Managing for Performance (4 credits)</li> <li>– Coaching and Mentoring (5 credits)</li> </ul>
Operations Management	12 Months	<b>ILM LEVEL 5 DIPLOMA – OPERATIONS MANAGEMENT</b> <ul style="list-style-type: none"> <li>– Assessing your Leadership Capabilities and Performance (6 credits)</li> <li>– Planning a Lean Improvement Program (8 credits)</li> <li>– Making a Financial Case (3 credits)</li> <li>– Implementing a Lean Improvement program (11 credits)</li> <li>– Managing Physical Resources (4 credits)</li> <li>– Managing Risk (4 credits)</li> <li>– Making Professional Presentations (2 credits)</li> </ul>

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## ILM LEVEL 7 (POSTGRADUATE) LEARNING PATHS (FOR SENIOR EXECUTIVES)

Select from the following learning paths for your Senior Executives:

Function	Duration	Content
Leadership and Strategy	4 months	<b>ILM LEVEL 7 CERT. – STRATEGIC LEADERSHIP (20 credits)</b> <ul style="list-style-type: none"><li>– Understanding Strategic leadership</li><li>– Assessing Organizational leadership Capability</li><li>– Mastering Executive Leadership</li></ul>
Leadership, Strategy and Innovation	12 months	<b>ILM LEVEL 5 DIPLOMA – BUSINESS TRANSFORMATION (60 credits)</b> <ul style="list-style-type: none"><li>– Understanding Strategic leadership</li><li>– Assessing Organizational leadership Capability</li><li>– Mastering Executive Leadership</li><li>– Reviewing Business Performance</li><li>– Leading innovation and business Improvement</li><li>– Making the Business Case for innovation and Improvement</li><li>– Planning and Implementing Performance Transformation</li></ul>

## FEES

The fees below apply where the partner is already an accredited ILM Center:

Qualifications	Suitable for	*No. of Courses	Duration (Access)	Fees**
<b>ILM Level 3 Award</b>	<i>First-Line Managers</i>	<i>2 to 3</i>	<i>3 months</i>	<b>£105</b>
<b>ILM Level 3 Certificate</b>	<i>First-Line Managers</i>	<i>6</i>	<i>6 months</i>	<b>£210</b>
<b>ILM Level 4 Award</b>	<i>New Middle Managers</i>	<i>2 to 3</i>	<i>3 months</i>	<b>£105</b>
<b>ILM Level 4 Certificate</b>	<i>New Middle Managers</i>	<i>4</i>	<i>6 months</i>	<b>£210</b>
<b>ILM Level 4 Diploma</b>	<i>New Middle Managers</i>	<i>8 to 10</i>	<i>12 months</i>	<b>£420</b>
<b>ILM Level 5 Award</b>	<i>Experienced Middle Managers</i>	<i>2</i>	<i>3 months</i>	<b>£105</b>
<b>ILM Level 5 Certificate</b>	<i>Experienced Middle Managers</i>	<i>3 to 4</i>	<i>6 months</i>	<b>£210</b>
<b>ILM Level 5 Diploma</b>	<i>Experienced Middle Managers</i>	<i>8 to 9</i>	<i>12 months</i>	<b>£420</b>
<b>ILM Level 7 Certificate</b>	<i>Senior Executives</i>	<i>3 (1 Assignment)</i>	<i>4 months</i>	<b>£200</b>
<b>ILM Level 7 Diploma</b>	<i>Senior Executives</i>	<i>6 (3 Assignments)</i>	<i>12 months</i>	<b>£600</b>

\*Partners are ILM Centers (responsible for student registration, management and assessment)

\*\*Partners set their own prices for customers.