



**Course taken:** ILM Level 3 Award  
**Name:** Mathew Gostelow  
**Role and Department:** Marketing  
Manager, LSS

**What interested you in the ILM 3 leadership and management course?**

The next natural career step for me is to begin managing a team. I've gained some experience of managing placement students, but felt like some actual theory-based strategies would be more effective than me feeling my way, making it up as I went along.

**How will you use it in your day to day work?**

I've learned so much that I can already apply. It has made me rethink the way I manage placement students and armed me with so much knowledge and practical advice I can apply in the future.

**What challenges did you experience during the course?**

Balancing work, attendance of the taught sessions and completion of assignments was occasionally challenging, especially at peak periods for my role. But the course is flexible and the OD team worked hard to help accommodate these occasional challenges.

**What support did you have?**

Mark met me to help me catch up on a session that I'd missed completely and spent an extra 15 minutes at the end of one class catching me up on some content I had missed due to work commitments. Additionally, my manager, Fiona, was very supportive of me taking on the course.

**What would you say to others thinking of enrolling?**

Do it! The content is interesting, the course is taught really well and each session is full of insight, theory and practical, applicable advice.