



CMI Level 5 in Management and Leadership



CMI Level 5 Qualifications Management and Leadership

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“Over 80% of managers recognise that a CMI qualification is a key part of becoming a professional manager, and that transferring their new skills into the workplace has improved the performance of their team.”

Chartered Management Institute

CMI Level 5 in Management and Leadership

These qualifications are aimed at practising or aspiring managers and leaders who are typically accountable to a senior manager or business owner. The primary role of a practising or aspiring manager and leader is to lead and manage individuals and teams to deliver aims and objectives in line with organisational strategy.

Role and responsibilities may also include but are not limited to developing teams and individuals, creating operational plans, planning and managing projects, managing change, managing finance, resources and identifying new approaches to business activities, managing quality and continuous improvement as well as managing the human resources function.

Practising or aspiring managers will hold roles such as:

- Operations Manager
- Divisional Manager
- Departmental Manager
- Regional Manager
- Specialist Manager

Different organisations use titles to mean different things so do not be put off if your title is not listed here – focus on your roles and responsibilities.

Level 5 qualifications are available in three sizes: **Award**, **Certificate** and **Diploma**.

Achievement of a management and leadership qualification will develop your skills and knowledge and can:

- Increase your performance
- Enhance your professional reputation
- Dramatically boost your career prospects.

Qualification Structure

You can tailor your qualification to meet your needs and areas of interest by selecting from a range of units to achieve TUT hours. TUT (Total Unit Time) is based on estimated time expected for the average learner to be taught the content, additional informal learning and preparation and completion of assessment. TUT is provided by CMI for each unit.

For the Level 5 **Award** you select units to achieve **40** TUT hours.

For the Level 5 **Certificate** you select units to achieve **121** TUT hours.

For the Level 5 **Diploma** you select units to achieve **370** TUT hours.

Units are organised into two key themes:

- Foundations for Excellence
- Developing Capabilities, Delivering Results, Driving Best Practice.

Theme: Foundations for excellence

Unit Names	TUT Hours
<p>501 Principles of Operational Leadership and Management in an Organisational Context</p> <p>Being equipped with the knowledge, skills and behaviours to manage and lead in a variety of organisational settings is essential if an individual and their organisation are to succeed. This unit has been designed for learners who want to develop or sharpen their professional edge and enhance personal effectiveness. Learners will evaluate the impact of an organisations structure and governance on management and leadership. They will explore theoretical models, management and leadership styles and approaches designed to promote a culture of mutual trust, respect and support.</p>	62
<p>526 Principles of Leadership Practice</p> <p>The aim of this unit is to develop managers' understanding of ethical leadership and the impact of culture and values on leadership. Managers will examine leadership models and the concept of empowerment, with consideration of techniques and methods for leading others.</p>	78

Theme: Developing capabilities, delivering results, driving best practice

Interpersonal excellence - managing people & developing relationships

Unit Names

TUT Hours

502 Developing, Managing and Leading Individuals and Teams to Achieve Success

The ability to lead individuals and teams to success is arguably the most important skill a manager can possess. This unit focuses on the essential management and leadership skills required to fulfil this challenging but rewarding role. The unit opens by focusing on the theoretical and practical approaches to developing, leading, and managing teams (remote or multi-disciplinary). The manager will look at techniques to assess current and future team capabilities, including the role of recruitment, selection and staff development which supports this. On successful completion of the unit, the manager will not only know the principles of managing individuals and teams, but they will understand approaches for supporting, motivating and inspiring teams and individuals to exceed expectations.

60

503 Principles of Managing and Leading Individuals and Teams to Achieve Success

When individuals and teams are managed well, organisations thrive and staff satisfaction increases. The aim of this unit is to equip managers with an in-depth understanding of the theoretical and practical approaches to leading and managing teams effectively. Managers will identify the techniques used to monitor and manage individual and team performance, assess current and future capabilities and adopt approaches to respond to these. On successful completion of the unit, managers will not only understand how to meet the challenge of leading individuals and teams, they will know how to support, motivate and inspire them to exceed expectations.

50

<p>504 Managing Performance</p> <p>Managing the performance of staff is essential to the smooth running of an organisation. This unit evaluates the reasons for managing performance and the approaches that can be used. It explores methods of rewarding the performance of individuals who exceed expectations, and analyses ways of managing under performance in a professional and supportive manner. This unit focuses on the way performance management, when used effectively, is able to impact on individual and organisational achievement.</p>	50
<p>505 Forming Successful Teams</p> <p>Teams play a vital role in enabling organisations to achieve their goals. This unit focuses on the purpose and characteristics of successful teams. Learners' will review theoretical and practical approaches to team formation; and be able to analyse, and respond to challenges which occur when new teams are formed proactively.</p>	38
<p>Organisational performance – delivering results (day to day activity)</p>	
<p>Unit Names</p>	<p>TUT Hours</p>
<p>506 Managing Equality, Diversity and Inclusion</p> <p>Effective management of equality and diversity not only benefits staff and stakeholders, it can positively impact on an organisation's achievement. This unit has been designed to enable the learner to analyse the requirements for managing, monitoring and reporting on equality, diversity and inclusion. It focuses on the skills required to lead by example and how to adapt leadership styles to support others to see the benefits of inclusive practice. On successful completion of the unit, learners will be armed with the knowledge required to develop and implement an Equality action plan, and monitor its outcomes to make continuous improvement.</p>	41

<p>507 Principles of Delivering Coaching and Mentoring</p> <p>Coaching and mentoring are proven techniques used to enhance the skills, knowledge, talents and potential of individuals as part of an organisational learning and development strategy. This unit explores the principles and practices of coaching and mentoring, and the impact these techniques can have in the development of a high-performance culture.</p>	48
<p>508 Principles of Developing a Skilled and Talented Workforce</p> <p>Having a skilled and talented workforce is fundamental if an organisation is to succeed. As responsibility for individual and team development becomes increasingly devolved to managers, it is essential they have the knowledge, skills and capabilities to ensure development needs are successfully met. This unit has been designed to enable the learner to understand the role of the manager in workforce development, and the scope and purpose of development activities. They will also have opportunity to explore innovative approaches for delivering workforce development and how well chosen learning and development activities can contribute to a talent management strategy.</p>	40
<p>509 Managing Stakeholder Relationships</p> <p>Good relationships, whether they are with customers, suppliers, partners or staff, are a key contributor to an organisation's success. To build stakeholder relationships that are long lasting and sustainable, they need to be planned and developed. This unit explores the types and purposes of stakeholder relationships and the skills required to overcome challenges and manage these effectively.</p>	40

<p>510 Managing Conflict</p> <p>Managing conflict takes resilience. It requires the ability to evaluate complex information, make evidence based judgements and act professionally within the bounds of organisational and legal frameworks. This unit is designed to equip the learner with strategies to manage conflict with confidence, find creative solutions and make difficult decisions.</p>	41
<p>511 Principles of Recruiting, Selecting and Retaining Talent</p> <p>Recruiting and selecting staff is a major challenge in a competitive market. Organisations are increasingly looking for innovative approaches to recruit individuals from the broadest talent pool. This unit has been designed to equip learners with an understanding of the factors which impact on recruitment. They will know how to develop plans and strategies for selecting staff, and identify approaches for retaining the best of the best.</p>	46
<p>512 Workforce Planning</p> <p>All organisations need a workforce with skills and behaviours that will better enable them to meet their objectives. In competitive environments, having the right people in the right place and at the right time continues to be a challenge. The aim of this unit is to enable managers to understand the rationale for workforce planning and know how to develop a workforce plan to meet organisational objectives.</p>	38
<p>513 Managing Projects to Achieve Results</p> <p>The ability to manage projects is a vital skill for all managers. This unit focuses on the knowledge and skills required to manage projects successfully and overcome problems and challenges. It requires the learner to evaluate the methods and tools for planning tasks and activities, as well as knowing how to implement and manage project activities, build stakeholder relationships, manage resources and risk, monitor progress and report on outcomes.</p>	51

<p>514 Managing Change</p> <p>Change is inevitable if an organisation is to maintain competitiveness and currency of practice. This unit has been designed to enable the learner to evaluate types and reasons for change within organisations and be able to select and apply theoretical models for its management. The purpose is not only to enable learners to develop the skills to manage change and achieve set objectives, but to do so in a professional manner with open and honest communication throughout the entire process.</p>	43
<p>515 Creating and Delivering Operational Plans</p> <p>The ability to translate organisational objectives into operational plans is an essential management skill. The unit opens with the importance of understanding the strategic direction of the organisation and how to contribute to the strategic planning process. It then focuses on the knowledge and skills required to create and deliver operational plans. This includes the need to set key performance indicators, monitor quality and outcomes against the plan, and know how to effectively report on findings.</p>	52
<p>516 Planning, Procuring and Managing Resources</p> <p>Inadequate resourcing can impact on the ability to achieve objectives; whilst being over resourced has financial implications. This unit has been designed to enable managers to understand and respond to the challenge of managing and monitoring resources. Learners will understand the importance of effective and efficient resource use, identify and plan resource requirements and know how to procure resources in line with regulatory requirements.</p>	55

<p>517 Principles of Innovation</p> <p>Innovation has the power to transform organisations, teams and individual performance. When a culture of innovation and entrepreneurship thrives, new ideas and initiatives flourish. This unit has been designed to enable learners to identify opportunities for innovation in the workplace (which may be in the form of new working practices, processes, new products or services), analyse the rationale for developing initiatives and know how to turn ideas into reality.</p>	46
<p>518 Managing Risk</p> <p>Business outcomes are optimised when risks are identified and managed effectively. This unit has been designed to equip learners with an understanding of the scope and purpose of business risk management. This includes an evaluation of the types of business risks, the governance and approaches for managing these effectively, and how risk management can be implemented successfully within organisations.</p>	53
<p>519 Managing Quality and Continuous Improvement</p> <p>Quality may be defined as excellence, capacity, grade, worth or meeting customer expectations. Whilst the definition of quality can easily be found in a dictionary it is much harder to develop and maintain. This unit looks at the challenge of developing quality within organisations. It focuses on embedding continuous improvement into working practices. On successful achievement of this unit learners will understand the scope and purpose of quality management, approaches, tools and techniques for managing quality and how to judge its success.</p>	56

<p>520 Managing Finance</p> <p>Financial management skills are essential for all managers regardless of whether there is a dedicated finance team within an organisation. Financial acumen enhances decision making skills, which in turn supports management of projects, tasks and functional areas. This unit has been designed to enable learners to understand how financial systems within organisations operate. Learners will evaluate the sources of finance for organisations, and understand the principles for setting and managing budgets in line with regulatory and organisational guidelines. This unit has been designed to enhance the learner's confidence and credibility in financial management, which will translate into improved management skills.</p>	56
<p>521 Using Data and Information for Decision Making</p> <p>The ability to analyse and manage data and information can lead to increased competitiveness, innovation, productivity and customer satisfaction. However, with data and information volumes increasing at unprecedented levels, the ability to interpret, use, and harness 'big data' can become an organisational challenge. The aim of this unit is to equip learners with an understanding of the purpose and practices of interpreting, managing and presenting business data and information to inform decision making.</p>	50
<p>522 Managing the Customer Experience</p> <p>Delivering an exceptional customer experience is a challenge which requires skill, commitment, and an in-depth understanding of customer needs. The aim of the unit is to develop managers understanding of their role and responsibilities in managing the customer experience. Learners will develop an understanding of the key features of a customer service culture and the customer journey, which if managed effectively will impact on an organisations success.</p>	49

<p>523 Principles of Marketing Products and Services</p> <p>Marketing products and services is an activity which can be applied to a myriad of different business contexts. From utilising technology to create new processes and support services to improve the customer experience through to developing or adapting products or services to meet changing needs, the principles of marketing remain the same. The aim of this unit is for the learner to understand the role of marketing to achieve organisational objectives. The learner will analyse the marketing environment, understand how to market a product or service and know how to judge the success of marketing outcomes.</p>	55
<p>524 Conducting a Management Project</p> <p>Research into approaches to management and leadership can lead to dynamic results. Innovation, product development, performance improvement, change, customer service excellence, strategy and problem solving are just some of the results. Without research business can stagnate. The aim of the unit is for the learner to conduct management research which will have an impact on individual and/or organisational practice. It is expected that learners will plan and manage a genuine project in the workplace or an academic enquiry relevant to an identified business need or challenge.</p>	96

Personal Effectiveness – managing self	
Unit Names	TUT Hours
525 Using Reflective Practice to Inform Personal and Professional Development Reflective practice is an essential management tool which supports the development of knowledge, skills and behaviours in the work place. By consciously analysing own performance, decision making, leadership and management skills (in different situational contexts); opportunities for on-going development can be identified. The aim of the unit is to equip learners with the understanding of the value of reflective practice, and how reflection can be used as the basis of a meaningful personal and professional development.	44

How does it work?

You will have an **initial meeting** (usually via phone) with your personal tutor who will introduce his/herself, get to know you and your role and confirm that this is the most suitable qualification for you. This is a great opportunity for you to ask questions and gain a clear understanding of what is required. Throughout your studies your personal tutor will provide you with support and direction to develop your skills and knowledge as per your selected units.

A **qualification handbook** which contains details around assignment writing and other important information will be sent to you together with the **syllabus** – this is the units with much more detail about what you need to know and be able to do.

Your **induction** is probably the time when you will start to select which units you wish to work towards and your tutor will provide guidance with this and will then go on to help you to plan how you will develop your knowledge and skills in readiness for completing your assignments. Induction will also include a tour of Management Direct – CMI's own hub containing a wealth of world class resources.

Management Direct will be your usual starting point for learning. It is CMI's online portal of industry-led management and leadership content. Packed full of best practice, leader videos, articles, e-books, checklists and interactive e-learning, Management Direct provides informative content to support your learning and day to day role as a manager. Your tutor may provide additional materials and you will be encouraged to conduct your own internet and hard copy based research – with support of course. You will then discuss your learning during your scheduled monthly meeting and plan your assessment and/or next steps.

Be assured that your whole programme will be tailored to meet your needs - there is unlimited telephone and email contact throughout.

How will you be assessed?

Assessment is usually through completion of a series of tasks which mix knowledge and understanding with application in your workplace. Written work for all tasks will total 3,000 – 3,500 words per unit but may be less for units with a lot of practical tasks.

You will be provided with an Assessment Booklet which will detail what you need to do and support is available on how to write and reference assignments in your qualification handbook, on Management Direct and from your personal tutor.

You will of course have the opportunity to discuss all assessments with your tutor and we encourage submission of a draft to check that you are on the right lines.

Target dates are agreed for the submission of assignments with written and verbal feedback provided afterwards.

If your assignment is a pass you can move straight onto the next unit. If there is further work to do, your tutor will discuss this with you and support you in completing it.

The grading system for CMI assignments is Pass or Refer.

Certification

Upon successful achievement of the required number of TUT hours you will be awarded the **CMI Level 5 Award, Certificate or Diploma in Management and Leadership**.

Equivalences

CMI qualifications at Level 5 portray practical skills and competences that are rated in academic terms as being comparable in level to Foundation Degrees / Higher National Diplomas (HND).

Entry Requirements

There are no formal entry requirements however you will need to demonstrate through your application and initial discussion that the qualification is appropriate and will satisfy your needs.

Duration

As this qualification is tailored to meet your requirements you can start at any time. A target completion date will be agreed to reflect your needs. As a guide, Awards are expected to take around 3 months, Certificates around 6 months and Diplomas 10 to 12 months to complete but it could be much shorter or longer depending on your circumstances.

Progression

Upon successful completion of their qualification, learners are able to progress to further learning within the suite of Level 5 Qualifications in Management and Leadership - i.e. completing an Award and topping-up to Certificate or Diploma.

Learners may also wish to further their ongoing personal and professional development by accessing other CMI qualifications, such as the CMI Level 6 or 7 Qualifications in Management and Leadership.

Learners who are aspiring to a management role may progress to the job roles such as:

- Operations Manager
- Divisional Manager
- Departmental Manager
- Regional Manager
- Specialist Manager

The Level 5 Diploma plus a minimum of 3 years' experience gives access to the exemption route to become a **Chartered Manager** - the highest status that can be achieved in the Management profession.

Cost

CMI Level 5 Diploma in Management and Leadership	£1,695
CMI Level 5 Certificate in Management and Leadership	£795
CMI Level 5 Award in Management and Leadership	£595

Fees include all assessment and coaching within a 12 month period, registration and certification plus studying membership of CMI but are exclusive of VAT.

The Chartered Management Institute

CMI is the only chartered professional body in the UK dedicated to promoting the highest standards of management and leadership excellence. With a member community of over 100,000, CMI gives managers and leaders, and their organisations, the skills they need to improve their performance and create impact.

Chartered Manager

The Level 5 Diploma is the benchmark qualification for managers. Assuming at least 3 years managerial experience, it gives access to the exemption route for Chartered Manager – the highest accolade in the management profession. Awarded only by CMI, it is recognised throughout the public, private and third sectors across all managerial disciplines. Chartered Managers are consistent high performers, committed to current best practice and ethical standards.

Helios People Development

We are an established training and development company delivering qualifications across the UK and to international students as supported distance learning. All students are allocated a personal tutor with whom they will have regular contact – usually on a monthly basis. This structured approach is proven effective in keeping even the busiest managers on track.

Next Steps

For a no obligation chat please contact Helen on 07712 043483 or email helen@helios-online.co.uk