

Chartered Management Institute

Accredited Programmes

About the Chartered Management Institute

The UK's CMI is unique amongst professional bodies in achieving a Royal Charter in recognition of its pre-eminence in the world of management and leadership. As a professional body it represents the needs of nearly 100,000 members and as an awarding body its qualifications are a globally-recognised mark of achievement in management and leadership.

The Learning Resources

All delegates will be given access to the CMI's extensive suite of on-line learning materials. These materials include hundreds of downloadable factsheets, interactive e-learning modules, videos, podcasts, magazine articles and book chapters. Selected materials have been indexed into 'virtual learning journeys' for each unit and delegates will be encouraged to complete the learning journey for the unit(s) for which they are assessed.

Delegates will automatically receive student membership for the duration of their studies and on completion will be invited to join the Institute at an appropriate professional level. Membership benefits include: invitations to a growing number of online events and webinars, on-going access to a wealth of online learning resources, free subscriptions to two management journals and free information and helplines. And, of course, membership demonstrates publically your commitment to your continuing professional development as a manager.

The benefits of the programme (employers)

The benefit of undertaking a qualification programme is three-fold:

1. Ensures return on investment and consolidates the learning through a requirement for delegates to implement in their work, what they have learned. Delegates must write work-based assignments in which they discuss how the learning relates to their work, how they can embed new skills and abilities and where improvements can be made.
2. Staff become 'consciously competent' and demonstrate increased commitment, motivation and drive - enabling good practice to be cascaded to other staff within the organisation, particularly those managed by the delegates
3. With regard to retention and development of staff, a qualification programme from a Chartered body demonstrates to delegates and stakeholders in a very real way your organisational commitment to developing staff in line with best-practice standards in management.

The benefits – what others are saying

In a recent report, 'The Value of Management and Leadership Qualifications' (CMI, 2012), 90% of managers surveyed who had undertaken a management qualification said that their performance at work had improved as a direct result, 81% said that they had been able to pass on new skills to others in the team and in terms of pay-back, 79% agreed that the resultant financial benefits for the employer outweighed the investment of time, money and effort.

About Exemplas

Established in 1991 and part of the award-winning University of Hertfordshire group of companies, we have many years of experience in delivering accredited management development programmes at all levels. Our trainers specialise in high-energy, high impact delivery and delegates are encouraged to reflect constantly on where the learning can be applied at work and where improvements and efficiencies can be driven.

The Qualifications

Level 3 Award in First Line Management

This single-unit (3017) qualification is ideal for individuals aspiring or new to management. It is designed to provide the personal skills, knowledge and behaviours essential for building effective work relationships and getting the most from individuals and teams. The course has a strong focus on introducing concepts of best-practice **and** evaluating where and how they can be introduced in the work place and within delegates own work behaviours. To gain the qualification delegates will be required to submit an assignment in which they demonstrate their understanding of the subjects covered.

The programme will be delivered over **two days** and will cover:

- The role and responsibilities of the manager
- The skills, knowledge and behaviours required of a manager:
 - Communication skills
 - Time management
 - Delegation
 - Decision-making
 - Performance management of others
 - Motivating others
- Methods of maintaining and developing effective working relationships including management styles
- Identifying poor performance and strategies for improving performance
- Identifying stakeholders and their needs – and planning to improve the manager or organisation's response
- Constructing a personal development plan for the future

Level 3 Certificate in First Line Management

This dual-unit (3008 and 3017) qualification is ideal for those individuals aspiring or new to management. It is designed to provide the personal skills, knowledge and behaviours essential for understanding how to manage the performance of others, building effective work relationships and getting the most from individuals and teams. The course has a strong focus on introducing concepts of best-practice **and** evaluating where and how they can be introduced in the work place and within delegates own work behaviours. To gain the qualification delegates will be required to submit an assignment in which they demonstrate their understanding of the subjects covered.

The programme will be delivered over 4 days and will cover:

- The role and responsibilities of the manager
- The skills, knowledge and behaviours required of a manager:
 - Communication skills
 - Time management
 - Delegation
 - Decision-making
 - Performance management of others
 - Motivating others
- Methods of maintaining and developing effective working relationships including management styles
- Understanding the performance management process:
 - Setting objectives
 - Reviewing performance and providing feedback
 - Evaluating and recording achievements
- Dealing with poor performance
- Identifying stakeholders and their needs – and planning to improve the manager or organisation's response
- Constructing a personal development plan for the future