DLC TRAINING
A DISTANCE LEARNING COLLEGE

Who are DLC Training?

DLC Training is the UK's leading provider of distance learning courses. We are renowned for our industry expertise, our unrivalled support packages, and our dedication to helping each and every learner achieve the qualifications they need to succeed. With a student pass rate of 98.6%, our results speak for themselves.

Choosing the right training provider is vitally important in ensuring you get the most out of your learning and benefit from studying for a professional qualification. DLC work with leading Professional institutes to provide the highest quality of training to our students. With qualifications from level 1 to level 7 we can support individuals at every stage of their professional development journey.

Why study a CMI Course with DLC?

In modern times there is more emphasis on performance and skills within the workplace than ever before. Employers are actively looking for recognised qualifications on CV's but only one in five managers have a recognised management qualification.

That's why we have partnered with the world renowned Chartered Management Institute (CMI) to provide practical, proven qualifications in leadership and management. With qualifications from level 2 through to level 7 we can support individuals at every stage of their careers with developing the skills needed to become first class leaders and managers.

Enhance your professional reputation and stand out from the crowd with a CMI Qualification from DLC.

Why choose distance learning with DLC Training?

Distance learning has become the preferred method of study for adult learners, and it's easy to see why. Studying a distance learning course gives you the opportunity to enhance your career prospects and expand your earning potential, whilst benefiting from freedom and flexibility.

Here are just a few of the reasons why you should choose flexible study with DLC Training;

- Number 1 UK provider of distance learning qualifications
- Dedicated team of Industry expert tutors delivering qualifications from level 1 to 7
- Outstanding results with a student pass rate of 98.6%
- Internationally recognised qualifications from carefully selected leading Institutes
- Chosen training partner for world renowned organisations
- Students actively studying in over 70 countries

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Level 2 Team Leading

There are three Chartered Management Institute qualifications at level 2, the Award, Certificate and Diploma in Team Leading. These qualifications are designed for practicing or aspiring team leaders who wish to develop their management skills and knowledge and attain a solid foundation from which to progress.

This qualification will suit you if:

- You are aspiring to make the transition from team member to team leader
- You are looking to secure a position as a team leader or supervisor across a range of industries
- You are new to a leadership role and would like to build your confidence and capabilities as a manager

Passing the course, what's involved?

The three main pathways consist of a totally flexible approach to choice of unit (except for the Diploma - in which certain units are mandatory). These pathways are shown below.

AWARD - Learners need to complete any combination of units from either Group A or B to a minimum of 5 credits to achieve this qualification.

CERTIFICATE - Learners need to complete any combination of units from either Group A or B to a minimum of 15 credits to achieve this qualification.

DIPLOMA - Learners need to complete all units listed in Group A along with 1 optional unit from Group B to achieve this qualification.

This course will cover:

1. Personal Development as a Team Leader (6 Credits)
2. Team Communication (5 Credits)
3. Controlling Resources (6 Credits)
4. Building Working Relations (5 Credits)
5. Team Development (6 Credits)
6. Providing Customer Service (6 Credits)
7. Team Performance (6 Credits)
8. Being a Team Leader (5 Credits)

CMI Chartered Management Institute

Level 2 is equivalent to a GCSE A*-C qualification

CMI Assignments

CMI courses are assessed via activities and assignments, for each unit of study. Work is uploaded to our industry leading learning platform where our expert team of tutors will mark your submissions and provide you detailed and constructive feedback to help you enhance your knowledge and understanding.

Support

From the moment you begin your studies, our student support team are on hand to provide you with unlimited guidance, offering their expert insight to aid you with achieving your qualification.

Detailed and constructive feedback is provided on all work submissions, including activities and assignments - an integral part of your CMI studies.

Your Tutor can be contacted via phone, skype, email, text or direct message whenever you need a helping hand and your mentor is always on call to help you remain on track with your studies and to support you throughout your learning journey.

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Level 2 Team Leading - Units of Study

Units - Group A

Personal Development as a Team Leader - *6 Credits*

- Understand the work objectives and the skills and knowledge required to meet those objectives
- Implement and review the development plan to meet work objectives
- Understand the team leader's responsibility for welfare in the work area
- Understand the team leader's responsibility in relation to discrimination, harassment and diversity

Controlling Resources - *6 Credits*

- Identify and request resources needed by a team to achieve work objectives
- Manage the resource use to achieve work objectives
- Identify and reduce resource wastage

Team Development - *6 Credits*

- Plan and implement induction for a new team member
- Identify and plan the training needs of team members
- Train a team member to carry out a task

Team Communication - *5 Credits*

- Understand the role of communication in leading a team
- Know how to organise team briefings
- Know how to lead team briefings

Building Working Relations - *5 Credits*

- Communicate and maintain working relationships with the manager
- Communicate and maintain working relationships with the team

Providing Customer Service - *6 Credits*

- Identify the team's customers and the level of service required
- Identify and resolve customer service issues
- Communicating with customers to resolve customer service issues

Units - Group B

Team Performance - *5 Credits*

- Team objective(s) and plan for achievement
- Monitor and review the progress and standard of the team's work
- Feedback to individuals or the team on work performance

Being a Team Leader - *5 Credits*

- Understand the organisational requirements for the team leader
- Understand leadership styles
- Understand how the team leader builds a shared sense of purpose with a team

CMI Chartered Management Institute

Level 3 Principles of Management and Leadership

The Level 3 qualifications in First Line Management are developed for junior managers, supervisors and first line managers who have operational responsibility for a defined area of activity and who wish to build on and develop their existing management skills and knowledge. This qualification gives junior managers the communication and motivational skills to help improve operational efficiency.

We recommend the level 3 qualification if you:

Are a practicing or aspiring manager in a role such as Team Leader, Supervisor, Project Officer, Shift Manager, Foreperson

Passing the course, what's involved?

CMI Level 3 Award in Principles Management and Leadership

Providing an overview of the roles and responsibilities required for managers, the Award will develop the skills required for this level of responsibility.

Learners must complete at least one unit to a **minimum of 40 TUT hours** to achieve this qualification.

CMI Level 3 Certificate in Principles Management and Leadership

The Certificate provides a broader knowledge of skills to help you be more effective in specific management areas, with increased focus on the areas that are most appropriate to your role and organisation.

Learners must complete any combination of units to a **minimum of 121 TUT hours** to achieve this qualification.

CMI Level 3 Diploma in Principles Management and Leadership

The Diploma gives you a fully comprehensive bank of the skills and knowledge required to be a manager as part of an organisation, as well as the ability to apply your learning in the context of another organisation or industry sector.

Learners must complete a combination to a **minimum of 370 TUT hours** to achieve this qualification.

Learners need to ensure they achieve the minimum total unit time required to achieve their qualification. Please discuss your unit choices with your Course Advisor or the student support team to confirm how many units of study you will be required to/are able to complete to achieve your chosen qualification.

Level 3 is equivalent to an A Level

CMI Assignments

CMI courses are assessed via activities and assignments, for each unit of study. Work is uploaded to our industry leading learning platform where our expert team of tutors will mark your submissions and provide you detailed and constructive feedback to help you enhance your knowledge and understanding.

Support

From the moment you begin your studies, our student support team are on hand to provide you with unlimited guidance, offering their expert insight to aid you with achieving your qualification.

Detailed and constructive feedback is provided on all work submissions, including activities and assignments - an integral part of your CMI studies.

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Level 3 Principles of Management and Leadership - Units of Study

The level 3 course has been designed to enable learners to tailor their training to match their individual development goals

The unit options have been divided into themes to provide you with an understanding of the learning objectives of each topic. A more detailed breakdown on the content of each unit can be found overleaf.

Unit No	Unit Title	GLH	TUT
Theme: Foundations for Excellence			
301	Principles of Management and Leadership	33	68
Theme: Developing Capabilities, Delivering Results, Driving Best Practice			
Interpersonal Excellence - Managing People and Developing Relationships			
302	Managing a Team to Achieve Results	23	53
303	Managing Individuals to be Effective in their Role	19	43
304	Principles of Communication in the Workplace	18	42
305	Building Stakeholder Relationships using Effective Communication	20	40
306	Principles of Equality, Diversity and Inclusive Working Practice	24	53
307	Developing the Knowledge, Skills and Abilities of Individuals and Teams	15	34
308	Managing Volunteers	25	49
309	Responding to Conflict in the Workplace	12	23
310	Supporting Teams and Individuals Through Change	17	4
Organisational Performance – Delivering Results (Day to Day Activities)			
311	Contributing to the Delivery of a Project	30	55
312	Managing Daily Activities to Achieve Results	21	40
313	Developing and Sharing Good Practice	19	42
314	Managing Budgets and Resources	25	50
315	Principles of Health and Safety in the Workplace	24	52
316	Monitoring Quality to Improve Outcomes	24	47
317	Supporting the Delivery of Customer Service	19	41
318	Managing Data and Information	21	45

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

Level 3 Principles of Management and Leadership - Units of Study (Continued)

Unit No	Unit Title	GLH	TUT
319	Managing Meetings	19	31
320	Presenting for Success	18	48
Personal Effectiveness – Managing Self			
321	Managing Own Personal and Professional Development	20	45

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

Level 3 Principles of Management and Leadership - Units of Study Explained

Each unit of study has been carefully created to provide learners with in depth knowledge of the roles and responsibilities of leaders and managers at this stage of their management career. Detailed below is an overview of the topics covered within each unit to help you create the perfect learning package for your individual development aims.

Units of study

301 - Principles of Management and Leadership

Being equipped with the knowledge, skills and behaviours to manage and lead effectively 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. The unit focuses on the ways organisations operate. The application of management and leadership approaches and how these can positively impact on own role, lead to improved performance, and support teams, colleagues and customers. The aim of the unit CMI 301 is to introduce the foundations for managers, which will be developed throughout all the level 3 units.

GLH - 33 | TUT - 68

302 - Managing a Team to Achieve Results

The ability to manage teams, which are able to communicate effectively and overcome barriers to achievement, is a critical skill for any manager. High performing cohesive teams are created in an environment where there is a collective understanding of values, goals and objectives. This unit has been developed to support managers in understanding the nature of teams in the workplace, and how these can be managed to achieve results.

GLH - 23 | TUT - 53

303 - Managing Individuals to be Effective in their Role

High performing individuals impact on the performance of teams and the organisation. The aim of this unit is to develop the manager's understanding of how to confidently use their knowledge, skills and abilities to support individuals, not only to perform well, but to exceed expectations.

GLH - 19 | TUT - 43

304 - Principles of Communication in the Workplace

As the range of communication tools used by an organisation continues to grow, and new technologies emerge, managers are faced with the challenge of how to select and use different tools to ensure that communication is effective, timely and has impact. The aim of this unit is to equip managers with the knowledge and skills to select and use a range of workplace communication methods. These must be measurable and tailored to the needs of the target audience.

GLH - 18 | TUT - 42

305 - Building Stakeholder Relationships Using Effective Communication

Developing relationships with internal and external stakeholders is an essential management skill. Stakeholders can have a positive or negative impact on the success of an organisation. The aim of this unit is to equip managers to identify and understand stakeholder's needs, know the purpose and benefits of building relationships with different stakeholder groups, and the methods of communicating with them to achieve results.

GLH - 20 | TUT - 40

306 - Principles of Equality, Diversity and Inclusive Working Practices

Treating colleagues, customers and stakeholders with dignity and respect enables relationships to develop and thrive. This unit focuses on how to develop inclusive working practices in line with organisational and legal frameworks. This will not only improve the productivity and well being of staff, but impact positively on the whole customer experience.

GLH - 24 | TUT - 53

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

Level 3 Principles of Management and Leadership - Units of Study Explained (Continued)

Units of study continued

307 - Developing the Knowledge, Skills and Abilities of Individuals and Teams

A skilled and adaptable workforce is a collective group of people equipped with the knowledge skills and abilities to achieve and exceed objectives. This unit aims to support managers to identify and select innovative development opportunities. It will enable them to identify approaches to support and promote participation, and how to monitor the impact of development activities for individuals, teams and the organisation.

GLH - 15 | TUT - 34

308 - Managing Volunteers

Volunteers are uniquely placed to offer a wealth of skills and abilities to compliment those of employed staff within an organisation. Managed well, they can help an organisation improve the quality and capacity of the service. The aim of this unit is to equip managers with the knowledge of how to engage, motivate and support volunteers to be effective within their role and address challenges with a positive 'can-do' attitude.

GLH - 25 | TUT - 49

309 - Responding to Conflict in the Workplace

Conflict and disagreements in the workplace have a detrimental effect on team dynamics, productivity and motivation. The ability to respond effectively to conflict is a fundamental skill for all managers. This unit aims to support managers to understand the types and causes of conflict and how to identify strategies to respond to conflict situations in a timely and professional manner.

GLH - 13 | TUT - 23

310 - Supporting Teams and Individuals Through Change

Change is inevitable if an organisation is to maintain competitiveness and currency of practice. Managers are constantly asked to implement change to respond to commercial pressures, legal or organisational requirements, efficiencies or improvements. Success often depends on the support given by managers to staff. The aim of this unit is to enable managers to lead people positively through change. This is achieved by implementing plans which identify ways to make change successful, and gaining the support and trust of individuals and teams.

GLH - 17 | TUT - 42

311 - Contributing to the Delivery of a Project

Whilst the scale, significance and complexity of a project will vary, the principles of carrying out a project will ultimately be the same. This unit aims to equip managers with the knowledge, tools, and techniques for managing and monitoring projects. It also identifies approaches to managing risk and responding to the needs and expectations of stakeholders. The skills a manager will learn, will not only enable them to improve own working practice, but will impact on the achievement of project outcomes.

GLH - 30 | TUT - 55

312 - Managing Daily Activities to Achieve Results

Working efficiently is essential if a business is to remain competitive. A well structured workload is key to individual and team success. The aims of the unit are to equip managers with the knowledge to identify priorities and set measurable objectives. Managers will know how to organise and allocate daily work activities, monitor outcomes, and respond practically to problems in a manner which supports the achievement of results.

GLH - 21 | TUT - 40

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

Level 3 Principles of Management and Leadership - Units of Study Explained (Continued)

Units of study continued

313 - Developing and Sharing Good Practice

Developing and sharing good practice enables individuals and organisations to develop and increase their potential to exceed personal and organisational expectations. This unit explores how good practice can be developed, maintained, adopted and shared with stakeholders.

GLH - 19 | TUT - 42

314 - Managing Budgets and Resources

Budgets and resources are crucial to the functioning of any organisation. Organisations need to plan and manage money and resources to remain operational. The aim of this unit is to equip managers with the knowledge that they need to manage budgets and other resources. This allows them to remain efficient and effective.

GLH - 25 | TUT - 50

315 - Principles of Health and Safety in a Work Setting

Health and safety is important as it protects the well-being of employees and customers. There are serious, legal, financial, and reputational consequences if neglected. The aim of this unit is to equip managers with an understanding of their statutory and organisational responsibilities in making the workplace safer.

GLH - 24 | TUT - 52

316 - Monitoring Quality to Improve Outcomes

The name of organisations who have built their reputation on the quality of their products or services readily come to mind. Managing quality is a collective activity, which has to be monitored continually to ensure standards are consistently met. The aim of this unit is to equip managers with the understanding of how quality systems are used, the tools and techniques for monitoring and measuring quality, and the requirements needed to support a quality audit. The impact of this knowledge is to drive a culture of continuous improvement within the organisation.

GLH - 24 | TUT - 47

317 - Supporting the Delivery of Customer Service

Customers are key to the success of any business. It is essential to know how to deliver a great customer experience that meets and exceeds expectations all customers. This is regardless of whether they are a colleague, department within an organisation, or a member of the public purchasing a product or using a service. The aim of this unit is to equip managers with an understanding of the parameters in which good customer service is delivered. It focuses on the end to end customer journey and encourages the manager to reflect on the customer service experience through the customer's eyes.

GLH - 19 | TUT - 41

318 - Managing Data and Information

The ability to solve problems, make timely business decisions and respond to customers' needs is all dependent on the ability to access good quality data and information. With growing volumes of data, this challenge has become increasingly difficult to manage. The aim of this unit is to equip managers with the knowledge of how to gather, assess and analyse different types of data and information, and how to report findings for different business purposes within legal and organisational guidelines.

GLH - 21 | TUT - 45

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

Level 3 Principles of Management and Leadership - Units of Study Explained (Continued)

Units of study continued

319 - Managing Meetings

Managers are increasingly faced with days packed full of meetings that leave little time to get things done. Run well, meetings can be a place where issues are discussed, problems resolved, and decisions are made. However, all too often, meetings lack purpose and there is frustration if little has been achieved. The unit content has been designed to challenge traditional thinking. It aims to equip managers with the knowledge and tools to try different approaches when conducting meetings. It also explores good practice for preparing for and leading meetings, which have impact and also delivers results.

GLH - 19 | TUT - 31

320 - Presenting for Success

Delivering presentations can be very challenging. When done successfully, a presentation can lead to a job offer or a new contract. It also has the potential to engage team members to buy-into new ideas, or embrace new projects and opportunities. The aim of this unit is to equip managers with the knowledge and skills to plan presentations to meet the needs of a target audience. The unit will enable managers to develop the knowledge and tools to deliver great presentations, which engage an audience and motive them to want to know more.

GLH - 18 | TUT - 48

321 - Managing Own Personal and Professional Development

In order to meet the demands of an ever changing workplace, individuals need to ensure they continue to update and develop their knowledge and skills. Planning for personal and professional development ensures greater opportunities for success. The purpose of the unit is to support the manager to identify the benefits of engaging in personal and professional development. By using the knowledge gained, a meaningful development plan will be created to support them to become an effective manager in the workplace.

GLH - 20 | TUT - 45

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

Level 5 Management and Leadership

The level 5 qualifications are the perfect choice for practicing or aspiring managers and leaders, who are typically accountable to a senior manager or business owner. The primary role of a professional at this level is to lead and manage individuals as well as teams to deliver aims and objectives in line with the organisational strategy.

We recommend the level 5 qualification if you:

Are already in a leadership or management position, or are looking to progress into this level of management. The course builds on your existing experience and understanding to provide you with a more rounded knowledge of the responsibilities of professionals working at this level.

Passing the course, what's involved?

Learners need to ensure they achieve the minimum total unit time required to achieve their qualification.

CMI Level 5 Award in Management and Leadership

Providing an overview of the roles and responsibilities required for managers, the Award will develop the skills required for this level of responsibility.

Learners must complete at least one unit to a **minimum of 40 TUT hours** to achieve this qualification.

CMI Level 5 Certificate in Management and Leadership

The Certificate provides a broader knowledge of skills to help you be more effective in specific management areas, with increased focus on the areas that are most appropriate to your role and organisation.

Learners must complete any combination of units to a **minimum of 121 TUT hours** to achieve this qualification.

CMI Level 5 Diploma in Management and Leadership

The Diploma gives you a fully comprehensive bank of the skills and knowledge required to be a manager as part of an organisation, as well as the ability to apply your learning in the context of another organisation or industry sector.

Learners must complete a combination to a **minimum of 370 TUT hours** to achieve this qualification.

Please discuss your unit choices with your Course Advisor or the student support team to confirm how many units of study you will be required to/are able to complete to achieve your chosen qualification.

Level 5 is equivalent to a HND / Foundation degree

CMI Assignments

CMI courses are assessed via activities and assignments, for each unit of study. Work is uploaded to our industry leading learning platform where our expert team of tutors will mark your submissions and provide you detailed and constructive feedback to help you enhance your knowledge and understanding.

Support

From the moment you begin your studies, our student support team are on hand to provide you with unlimited guidance, offering their expert insight to aid you with achieving your qualification.

Detailed and constructive feedback is provided on all work submissions, including activities and assignments - an integral part of your CMI studies.

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CMI Level 5 Management and Leadership - Units of Study

Rules of Combination

At Level 5, there are a wide range of study units available to enable learners to gain insight and understanding to the areas of leadership and management that are most relevant to them and their development aims.

CMI Level 5 Award

Learners must complete at least one unit to a minimum of 40 TUT hours to achieve this qualification. There is a barred combination of units - learners taking 502 cannot select 503, 505 or 511, and learners taking 526 cannot select 501 or 502.

CMI Level 5 Certificate

Learners must complete any combination of units to a minimum of 121 TUT hours to achieve this qualification. There is a barred combination of units - learners taking 502 cannot select 503, 505 or 511, and learners taking 526 cannot select 501 or 502.

CMI Level 5 Diploma

Learners must complete a combination to a minimum of 370 TUT hours to achieve this qualification. There is a barred combination of units - learners taking 502 cannot select 503, 505 or 511, and learners taking 526 cannot select 501 or 502.

Unit No	Unit Title	GLH	TUT
Theme: Foundations for Excellence			
501	Principles of Operational Leadership and Management in an Organisational Context	25	62
Theme: Developing Capabilities, Delivering Results, Driving Best Practice			
Interpersonal Excellence – Managing People and Developing Relationships			
502	Developing, Managing and Leading Individuals and Teams to Achieve Success	27	60
503	Principles of Developing, Managing and Leading Individuals and Teams to Achieve Success	25	50
504	Managing Performance	25	50
505	Forming Successful Teams	17	38
Organisational Performance – Delivering Results (Day to Day Activities)			
506	Managing Equality, Diversity and Inclusion	19	41
507	Principles of Delivering Coaching and Mentoring	19	48
508	Principles of Developing a Skilled and Talented Workforce	16	40
509	Managing Stakeholder Relationships	18	40
510	Managing Conflict	17	41
511	Principles of Recruiting, Selecting and Retaining Talent	21	46
512	Workforce Planning	16	38

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

CMI Level 5 Management and Leadership - Units of Study (Continued)

Unit No	Unit Title	GLH	TUT
513	Managing Projects to Achieve Results	24	51
514	Managing Change	19	43
515	Creating and Delivering Operational Plans	22	52
516	Planning, Procuring and Managing Resources	24	55
517	Principles of Innovation	23	46
518	Managing Risk	23	53
519	Managing Quality and Continuous Improvement	22	56
520	Managing Finance	22	56
521	Using Data and Information for Decision Making	26	50
522	Managing the Customer Experience	22	49
523	Principles of Marketing Products and Services	23	55
524	Conducting a Management Project	30	96
Personal Effectiveness – Managing Self			
525	Using Reflective Practice to Inform Personal and Professional Development	16	44
526	Principles of Leadership Practice	30	78

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

CMI Level 5 Management and Leadership - Units of Study Explained

Each unit of study has been carefully created to provide learners with in depth knowledge of the roles and responsibilities of leaders and managers at this stage of their management career. Detailed below is an overview of the topics covered within each unit to help you create the perfect learning package for your individual development aims.

Units of study

501 - Principles of Management and Leadership in an Organisational Context

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.

GLH - 25 | TUT - 62

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

Barred Combinations - Units 503, 505 and 511

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.

GLH - 27 | TUT - 60

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

Barred Combinations - Unit 502

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 also know how to support, motivate and inspire them to exceed expectations.

GLH - 25 | TUT - 50

504 - Managing Performance

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.

GLH - 25 | TUT - 50

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

CMI Level 5 Management and Leadership - Units of Study Explained (Continued)

Units of study continued

505 - Forming Successful Teams

Barred Combinations - Unit 502

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.

GLH - 17 | TUT - 38

506 - Managing Equality, Diversity and Inclusion

Equality, diversity and inclusion are important drivers of organisational performance, benefiting staff and stakeholders. This unit will enable managers to understand the business case for equality, diversity and inclusion and the role of managers in creating inclusive cultures. It focuses on the skills required for inclusive leadership and how to adapt leadership styles to support others in seeing the benefits of inclusion. The learner will be able to analyse the requirements for managing, planning, implementing, monitoring and reporting on equality, diversity and inclusion initiatives.

GLH - 19 | TUT - 41

507 - Principles of Delivering Coaching and Mentoring

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 delivering coaching and mentoring, and the impact these techniques can have in the development of a high-performance culture.

GLH - 19 | TUT - 48

508 - Principles of Developing a Skilled and Talented Workforce

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.

GLH - 16 | TUT - 40

509 - Managing Stakeholder Relationships

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.

GLH - 18 | TUT - 40

510 - Managing Conflict

Managing conflict takes resilience. It requires the ability to evaluate complex information, make evidence based judgments 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.

GLH - 17 | TUT - 41

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

CMI Level 5 Management and Leadership - Units of Study Explained (Continued)

Units of study continued

511 - Principles of Recruiting, Selecting and Retaining Talent

Barred Combinations - Unit 502

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.

GLH - 21 | TUT - 46

512 - Workforce Planning

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.

GLH - 16 | TUT - 38

513 - Managing Projects to Achieve Results

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.

GLH - 24 | TUT - 51

514 - Managing Change

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.

GLH - 19 | TUT - 43

515 - Creating and Delivering Operational Plans

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.

GLH - 22 | TUT - 52

516 - Planning, Procuring and Managing Resources

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.

GLH - 24 | TUT - 55

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

CMI Level 5 Management and Leadership - Units of Study Explained (Continued)

Units of study continued

517 - Principles of Innovation

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.

GLH - 23 | TUT - 46

518 - Managing Risk

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.

GLH - 23 | TUT - 53

519 - Managing Quality and Continuous Improvement

Quality may be defined as excellence, capacity, grade, worth or meeting customer expectations. Whilst the definition for 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.

GLH - 22 | TUT - 56

520 - Managing Finance

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.

GLH - 22 | TUT - 56

521 - Using Data and Information for Decision Making

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.

GLH - 26 | TUT - 50

522 - Managing the Customer Experience

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.

GLH - 22 | TUT - 49

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

CMI Level 5 Management and Leadership - Units of Study Explained (Continued)

Units of study continued

523 - Principles of Marketing Products and Services

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.

GLH - 23 | TUT - 55

524 - Conducting a Management Project

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 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.

GLH - 30 | TUT - 96

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 your 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 an understanding of the value of reflective practice, and how reflection can be used as the basis of a meaningful personal and professional development.

GLH - 16 | TUT - 44

526 - Principles of Leadership Practice

Barred Combinations - Units 501 and 502

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.

GLH - 30 | TUT - 78

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

Level 7 Strategic Management and Leadership Practice

There are three Chartered Management Institute qualifications at level 7, the Award, Certificate, Diploma in Strategic Management & Leadership Practice. These qualifications are designed for practicing or aspiring senior managers who wish to develop their strategic management skills and knowledge.

This qualification will suit you if:

- You work within a senior management role
- Have a level 5 or 6 qualification or higher,

Passing the course, what's involved?

The three main pathways consist of a totally flexible approach to choice of unit. These pathways are shown below.

AWARD - Learners are required to complete at least 1 unit to a minimum of 70 TQT hours to achieve this qualification, selected from units 701 - 716, Group A only. The minimum guided learning hours is 18.

CERTIFICATE - Learners are required to complete any combination of units to a minimum of 140 TQT hours to achieve this qualification, the recommendation is for learners to complete a minimum of two units from 701 - 716, Group A only. The minimum guided hours is 36.

DIPLOMA - Learners are requied complete a combination to a minimum of 370 TQT hours to achieve this qualification. Learners must achieve a minimum of 300 TQT hours from Group A only and 70 TQT hours from either Group A or B. The minimum guided learning hours is 106.

**TQT = Total Qualification Time*

Course Support Timeframe

The flexibility of courses from DLC Training enable you to complete your course as quickly as you wish, the support package included within your course has the following duration;

AWARD - 6 months

CERTIFICATE - 12 months

DIPLOMA - 18 months

Level 7 is equivalent to a Masters degree qualification

CMI Assignments

CMI courses are assessed via activities and assignments, for each unit of study. Work is uploaded to our industry leading learning platform where our expert team of tutors will mark your submissions and provide you detailed and constructive feedback to help you enhance your knowledge and understanding.

Support

From the moment you begin your studies, our student support team are on hand to provide you with unlimited guidance, offering their expert insight to aid you with achieving your qualification.

Detailed and constructive feedback is provided on all work submissions, including activities and assignments - an integral part of your CMI studies.

Your Tutor can be contacted via phone, skype, email, text or direct message whenever you need a helping hand and your mentor is always on call to help you remain on track with your studies and to support you throughout your learning journey.

Level 7 Strategic Management and Leadership Practice - Units of Study

Unit No	Unit Title	GLH	TUT	CRD
Theme: Foundations for Excellence				
Group A				
701	Strategic Leadership	36	110	11
702	Leading and Developing People to Optimise Performance	34	100	10
703	Collaboration and Partnerships	18	70	7
704	Developing Organisational Strategy	30	90	9
705	Leading Strategic Change	24	80	8
706	Finance for Strategic Leaders	32	90	9
707	Organisational Design and Development	26	80	8
708	Strategic Risk Management	24	80	8
709	Strategic Management of Data and Information	24	80	8
710	Marketing Strategy	30	80	8
711	Entrepreneurial Practice	32	90	9
712	Strategic Management Project	24	100	10
713	Applied Research for Strategic Leaders	18	70	7
714	Personal and Professional Development for Strategic Leaders	24	90	9
715	Strategic Approaches to Equality Diversity and Inclusion	24	80	8
716	Strategic Approaches to Mental Health and Wellbeing	18	70	7
Group B				
607	Principles of Contracting and Procurement	21	60	6
608	Strategic Corporate Social Responsibility and Sustainability	20	60	6
609	Leading Quality Management	25	70	7
610	Principles and Practices of Policy Development	20	60	6
612	Coaching Skills for Leaders	15	70	7
614	Principles and Practices of Ethical Decision Making	18	60	6

TUT refers to Total Unit Time | **GLH** refer to Guided Learning Hours

Level 7 Strategic Management and Leadership Practice - Group A

Each unit of study has been created to cover important aspects of leadership and management within modern business. Below is a breakdown of what is covered within each CMI Level 7 unit

701 - Strategic Leadership

- Understand the theoretical perspectives, approaches, behaviours and skills required in practice
- How to respond to complex organisational challenges
- How to set and deliver sustainable strategic goals

702 - Learning and Developing People to Optimise Performance

- Explore the influence and impact of leadership theories, culture, wellbeing, development and design, policy and strategy within a leadership role
- Propose a leadership and development strategy
- Understand how to maintain value in people while optimising organisational performance

703 - Collaboration and Partnerships

- Critically assess the scope and value of collaborative and partnership arrangements
- Evaluate the impact of organisational and legal frameworks relating to delivery
- Present rationale for collaboration and partnerships to further organisational success

704 - Developing Organisational Strategy

- Critique factors which drive strategy development
- Appraise approaches used to successfully develop strategy
- Develop and organisational strategy, propose and implementation and monitoring strategy working towards sustained success

705 - Leading Strategic Change

- How the application of various techniques and models will equip confidence in strategic change
- Develop a proposal for strategic change

706 - Finance for Strategic Leaders

- Explore the scope, complexity and importance of finance within an organisation
- How to critically assess analysis methods used in strategic decision making regarding financial data and information

707 - Organisational Design and Development

- Understand the relationship between organisational design and development, and the achievement of strategic objectives
- Understand the impact of current and emerging influential factors
- Develop a proposal for sustained organisational design and development

708 - Strategic Risk Management

- Critically appraise strategic risk within an organisational context
- Assess strategics used for risk management
- Understand the leaderships skills required in leading successful risk management initiatives

709 - Strategic Management of Data and Information

- Understand the strategic value and use of data and information
- Critique strategies for its effective management
- Develop strategies to improve the use of data and information

Level 7 Strategic Management and Leadership Practice - Group A

710 - Marketing Strategy

- Appraise theoretical frameworks and processes which inform strategic marketing
- Reflect on the interrelationship between marketing and an organisation's strategic aims
- Understand the importance and impact of digital marketing

711 - Entrepreneurial Practice

- Explore the principles of entrepreneurial practice
- Understand the different contexts in which entrepreneurship can flourish
- Identify the characteristics of entrepreneurial leadership

712 - Strategic Management Project

- Undertake a strategic management project
- Develop a business case, propose research design and recommend project management methods to structure the delivery
- Report of project outcomes
- Reflect on skills and behaviours that influence the success of strategic management projects

713 - Applied Research for Strategic Leaders

- Develop an evidence-based understanding of applied research methods
- Understand the ways research can be conducted scientifically, ethically and legally in an organisational context
- How to generate new knowledge based on practical challenges of workplace
- Facilitate strategic decision making and add value to an organisation

714 - Personal and Professional Development for Strategic Leaders

- Critically reflect on the interrelationship between the skillset and mindset to develop as a strategic leader
- Reflect on own personal, interpersonal and professional competencies and behaviours required to lead strategically
- Develop a personal and professional development plan

715 - Strategic Approaches to Equality Diversity and Inclusion

- Critically assess structural inequality in an organisational context
- Discuss approaches to comply with legal and good practice requirements
- Appraise the influence of equality, diversity and inclusion on strategic objectives

716 - Strategic Approaches to Mental Health and Wellbeing

- Critically assess the complexities of managing wellbeing
- Appraise contemporary approaches for the development of healthy work systems
- Propose recommendations to create and sustain positive mental health and wellbeing cultures

Level 7 Strategic Management and Leadership Practice - Group B

607 - Procurement, Purchasing and Contracting

- Understand the importance of procurement, purchasing and contracting for organisational success
- Equip with the ability to enhance decision making, strategic and operational planning and delivery of outcomes within budgetary constraints

608 - Understand corporate social responsibility and sustainability in organisational contexts

- Discuss organisational approaches to corporate social responsibility and sustainability
- Critically assess enablers, constraints and barriers to corporate social responsibility and sustainability
- Present a case for organisational commitment to corporate social responsibility and sustainability

609 - Leading Quality Management

- Critically assess organisational approaches to quality management in relation to different perspectives and schools of thought
- Appraise the impact of multi-dimensional issues on quality management within organisational contexts
- Know how to lead quality management to achieve strategic objectives

610 - Principles and Practice of Policy Development

- Discuss the context in which policy is developed
- Develop a policy to achieve a specific organisational aim
- Develop an implementation strategy and plan to support the introduction of a policy to an operational level
- Recommend approaches to evaluate the effectiveness of policy at an operational level

612 - Coaching Skills for Leaders

- Understand the benefits, type and application of coaching used by leaders
- Critique and research the types, forms and benefits of coaching
- Assess how coaching can be used to meet individual needs
- Reflect on own ability to coach and identify opportunities for improvement

614 - Principles and Practices of Ethical Decision Making

- Principles and Practices of Ethical Decision Making

"I have enjoyed the course, it has been very informative and I have learnt and gained much from it. The communication has been excellent, anyone I have been in contact with have been quick to respond and helpful. It made the whole process easy to do. I am leaving my current job after 10 years, this course will hold me in good stead for that. If the opportunity for me to do more qualifications comes along, I will definitely be going through DLC Training."

- JONATHAN WALKER

DLC TRAINING
A DISTANCE LEARNING COLLEGE

CMI Membership is designed to help you achieve excellence in management. Whatever your management experience, you can enhance your professional abilities with the world's leading Management institute.

Your Membership Includes:

- Opportunities to **increase your professional reputation**
- Access to our **Management Direct Service**
- Access to materials designed to help you **create a business plan**
- Access to **management advice**
- Access to **redundancy support and advice**
- Access to **resource articles**
- Access to the largest **management library** in the UK
- Global **student network**
- Access to **valuable business contacts**
- Opportunities to attend **networking events**
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- Monthly **'Professional Manager' magazines**
- Opportunities to **share skills and experiences** with managers and leaders
- Access to a **free legal helpline** service

About your CMI Membership

A CMI Membership is the ideal way to get on top of your professional development

With exclusive access to a huge library of tools and resources, a nationwide network and a management mentoring programme, CMI ensure you're equipped with everything you need to become a better manager. Whatever management challenge you face, CMI's multimedia knowledge base, exclusive to members, has instant answers.

Being a member of CMI can make you a more marketable to prospective employers, enables you to keep up with the latest trends in management techniques and have an immeasurable effect on your career.

Earn Chartered management status through your CMI learning with DLC Training - Research shows that Chartered Managers are worth over £362,000 in financial returns to their employers - making you an invaluable asset and vastly improving your earning potential.

DLC TRAINING
A DISTANCE LEARNING COLLEGE

Your DLC Support Package

Support

Here at DLC Training, we pride ourselves on providing a 5* distance learning experience for every student. We have built an unrivalled support package customised to meet the needs of our learners. As well as a dedicated student mentor team, each student has unlimited access to industry expert tutors who will share their experience and understanding of the industry to provide an outstanding learning journey, ensuring every learner achieves their individual development aims.

The student support team can be contacted by email, phone, Skype and Facetime, as well as through our superior learning platform where you can direct message any member of team. With so many methods of contact available, the only difficulty will be choosing which way is best for you.

What's included?

- **Student Support Team** - We have a dedicated enrolment team who are on hand to ensure your enrolment is as quick and easy as possible. We understand you want to start your studies as soon as possible without any hassle and the enrolment team are here to make sure that is exactly what happens.
- **Industry Expert Tutors** - We believe our Tutors are one of the many reasons we have a student pass rate of 98.6%.
- **Mentor Support** - Every student studying with DLC Training has a Mentor on hand to offer support and guidance throughout your studies. The Mentors are a vital part of the distance learning experience.
- **Exam and Assignment Support** - Depending on the course you have selected, you may be required to take exams or write assignments. The exam and assignment support means you never have to worry about being unprepared.

Freedom to study in your own way

The main advantage of distance learning is the ability to work at your **own pace**, in your **own time** and in the comfort of your **own home**. This means that with the right planning and schedule in place, you can get a great balance between your studies and other commitments, and even earn while you learn.

Resources

Unlike a classroom course, with our distance learning courses you don't have to rely on your notes to pass units or assignments. You can **revisit your study materials** and **online resources** at any point to refresh your understanding.

Unbeatable Support Package

We guarantee the best support package on the market with industry experts here to support you through your studies.

Outstanding Performance

We are proud of our 98.6% pass rate and so we guarantee you are in safe hands when enrolling on a course with DLC.

Recognised Certification

Upon completion of your studies you will receive globally recognised certification of achievement.

Flexible Study

We understand that every single professional is unique, that's why we build our courses to enable you to study in the way that suits you and your needs.