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CMI
Chartered
Management
Institute
CENTRE

MERIT ACADEMY

CMI LEVEL 5 DIPLOMA IN

MANAGEMENT AND LEADERSHIP

(ACCREDITED FROM THE UNITED KINGDOM –
EQUIVALENT TO A BACHELOR'S DEGREE)

» THE DETAILED BROCHURE

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About

The Diploma



WHY JOIN THE PROGRAMME?

A Programme Suitable for Leaders

Just 12 classroom days spread across 3 months, with flexible attendance options (in-person or online).

Global Professional Designation

The programme qualifies you to obtain the Chartered Manager Designation, one of the highest managerial titles globally.

International Accredited Certificate

Obtain a CMI Level 5 Diploma in Management and Leadership a Bachelor's level in the United Kingdom.

WHAT IS THE COST OF THE PROGRAMME?

Until 15 December (online)

\$5,200

In-person Attendance

\$7,800

THE PURPOSE OF THE DIPLOMA

Leadership is the beacon guiding teams to success in the complex business world.

Our Professional Diploma in Management and Leadership is more than a qualification, it's a transformative compass for seasoned and aspiring leaders.

This programme empowers participants to:



Lead with Vision

Align teams with the overarching Organisational strategy, ensuring collective growth and success.



Drive Operational Excellence

Create robust operational plans, manage pivotal projects, and adapt to change with agility and foresight.



Nurture & innovate

Foster a culture of continuous improvement and innovation by identifying novel business approaches, managing quality, and ensuring the growth of teams and individuals.



Financial & Resource Acumen

Master the intricacies of managing finance and resources, which is pivotal for any business venture's long-term sustainability and success.



The essence of this diploma goes beyond traditional learning. It's about instilling a mindset, fostering a passion, and igniting the drive to manage and lead with distinction in an ever-changing business landscape.

WHO IS THIS DIPLOMA FOR?

in the dynamic landscape of modern business, leadership demands versatility, vision, and the ability to drive results.

Our Professional Diploma in Management and Leadership has been meticulously crafted for those individuals who are either already charting a path in managerial roles or aspire to ascend to such positions in the near future.

Whether you are:

- **An Operations Manager**
Spearheading systematic functions and aiming for seamless day-to-day operational success,
- **A Divisional Manager**
Striving for excellence across various business segments and keen on aligning multiple teams with the Organisation's goals,
- **A Departmental Manager**
who is the critical link between strategy and execution, ensuring departmental objectives are met and exceeded,
- **A Regional Manager**
overseeing larger territories, aiming to foster a cohesive brand and operational experience across diverse geographies or
- **A Specialist Manager**
with a deep focus on a specific domain, eager to implement best practices and innovate within your field,

This diploma is your gateway to broadening your managerial horizons, refining your skills, and embracing cutting-edge methodologies. Grounded in practicality and enriched by extensive research, our programme will equip you with tools and insights to enhance your leadership journey. Become a part of a transformative experience and set new benchmarks in managerial excellence.



ENSURING RELEVANCE AND RIGOR IN OUR DIPLOMA PROGRAMMES

Extensive research has been undertaken to ensure that these qualifications reflect the tasks and activities of managers in the aforementioned roles in the workplace. Sources of information include, but are not limited to:

- ♦ Comparability to national management qualifications.
- ♦ 21st Century Leaders Paper.
- ♦ A review of the roles and responsibilities of managers sourced from a range of UK companies.
- ♦ Analysis of Apprenticeship Standards for Operations/ Departmental Manager ST0385/01.
- ♦ Stakeholder consultation.



« To obtain the Level 5 Diploma in Management and Leadership from CMI, learners must complete 37 credit points.

CMI LEVEL 5 DIPLOMA UNITS IN MANAGEMENT AND LEADERSHIP

Course Title	Credits	Total Unit Time	Assessment Word Count
Creating and Delivering Operational Plans	6	22	2500 - 3000
Principles of Developing, Managing and Leading individuals and Teams to Achieve Success	6	27	3500 - 4000
Principles of Management and Leadership in an Organisational Context	7	25	3500 - 4000
Managing Projects to Achieve Results	6	24	3500 - 4000
Managing Risk	6	23	3500 - 4000
Principles of Marketing Products and Services	6	23	3500 - 4000
Managing Performance	5	25	3000 - 3500
Principles of innovation	5	23	3500 - 4000
Managing Change	5	19	3500 - 4000
Managing Conflict	5	17	2500 - 3000
Principles of Leadership Practice	8	30	3500 - 4000
Forming Successful Teams	4	17	3500 - 4000
Principles of Developing a Skilled and Talented Workforce	4	16	3500 - 4000
Conducting a Management Project	10	30	4500 - 5000
Planning, Procuring and Managing Resources	6	24	4500 - 5000
Managing Quality and Continuous Improvement	6	22	4000 - 4500
Managing Finance	6	22	3000 - 3500
Using Data and information for Decision Making	5	26	3500 - 4000
Principles of Recruiting, Selecting and Retaining Talent	5	21	3500 - 4000
Workforce Planning	4	16	2500 - 3000
Managing the Customer Experience	5	22	3500 - 4000



Units' **Breakdown**

1

CREATING AND DELIVERING OPERATIONAL PLANS



Credits

6



Guided
learning hours

22



Assessment Word Count

2500 - 3000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the principles of operational planning in an organisation
- Know how to create an operational plan in line with organisational objectives
- Know how to manage and lead the delivery of an operational plan
- Know how to monitor and measure the outcome of operational planning

2

PRINCIPLES OF DEVELOPING, MANAGING AND LEADING INDIVIDUALS AND TEAMS TO ACHIEVE SUCCESS



Credits

6



Guided
learning hours

27



Assessment Word Count

3500 - 4000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand approaches to developing, managing and leading teams
- Understand approaches to achieving a balance of skills and experience in teams
- Know techniques for leading individuals and teams to achieve success

3

PRINCIPLES OF MANAGEMENT AND LEADERSHIP IN AN ORGANISATIONAL CONTEXT



Credits

7



Guided learning hours

25



Assessment Word Count

3500 - 4000



OBJECTIVES

- Organisational settings are 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 organisation's 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.



LEARNING OUTCOMES

- Understand factors which impact on an organisation's internal environment
- Understand the application of management and leadership theories
- Understand the knowledge, skills and behaviours to be effective in a management and leadership role

4

MANAGING PROJECTS TO ACHIEVE RESULTS



Credits

6



Guided
learning hours

24



Assessment Word Count

3500 - 4000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the role of projects in delivering organisational strategy
- Understand processes for initiating, planning and managing projects
- Understand the factors which contribute to effective project management

5

MANAGING RISK



Credits

6



Guided
learning hours

23



Assessment Word Count

3500 - 4000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the scope of business risk management
- Understand the process for managing business risk

6

PRINCIPLES OF MARKETING PRODUCTS AND SERVICES



Credits

6



Guided
learning hours

23



Assessment Word Count

3500 - 4000



OBJECTIVES

- 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 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.



LEARNING OUTCOMES

- Understand the role of marketing to support the achievement of organisational objectives
- Understand the factors in the organisation's marketing environment which impact on the marketing of a product or service
- Know how to market a product or service

7

MANAGING PERFORMANCE



Credits

5



Guided
learning hours

23



Assessment Word Count

3000 - 3500



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the rationale for managing performance within organisations
- Understand frameworks, diagnostic and evaluation tools used for performance management
- Know how to manage performance

8

PRINCIPLES OF INNOVATION



Credits

5



Guided
learning hours

23



Assessment Word Count

3500 - 4000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the role of innovation within organisations
- Understand the process of managing innovation in an organisation

9

MANAGING CHANGE



Credits

5



Guided
learning hours

19



Assessment Word Count

3500 - 4000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the reasons for change in organisations
- Understand approaches to change management
- Understand how to initiate, plan and manage change in an organisation

10

MANAGING CONFLICT



Credits

5



Guided
learning hours

17



Assessment Word Count

2500 - 3000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the types, causes, stages and impact of conflict within organisations
- Understand how to investigate conflict situations in the workplace
- Understand approaches, techniques, knowledge, skills and behaviours for managing conflict

11

PRINCIPLES OF LEADERSHIP PRACTICE



Credits

8



Guided
learning hours

30



Assessment Word Count

3500 - 4000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand leadership practice in an organisation
- Understand leadership styles
- Understand the impact of leadership within organisations

12

FORMING SUCCESSFUL TEAMS



Credits

4



Guided
learning hours

17



Assessment Word Count

3500 - 4000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the purpose and characteristics of successful teams
- Understand approaches to team formation
- Know how to analyse and respond to the challenges of team formation
- Know how to evaluate the performance of a newly formed team

13

PRINCIPLES OF DEVELOPING A SKILLED AND TALENTED WORKFORCE



Credits

4



Guided
learning hours

16



Assessment Word Count

3500 - 4000



OBJECTIVES

- Having a skilled and talented workforce is fundamental if an organisation is to succeed. As the 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 the opportunity to explore innovative approaches for delivering workforce development and how well-chosen learning and development activities can contribute to a talent management strategy.



LEARNING OUTCOMES

- Understand the benefits of developing a skilled and talented workforce
- Understand the factors which influence workforce development
- Understand the scope of learning and development as part of a workforce development strategy
- Know how to measure the impact of workforce development.

14

CONDUCTING A MANAGEMENT PROJECT



Credits

10



Guided
learning hours

30



Assessment Word Count

4500 - 5000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Know how to plan a management project
- Be able to conduct a management project
- Understand the value of reflective practice to inform personal and professional development
- Know how to apply reflective practice to inform personal and professional development

15

PLANNING, PROCURING AND MANAGING RESOURCES



Credits

6



Guided
learning hours

24



Assessment Word Count

4500 - 5000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the importance of effective and efficient resource use in organisations
- Know how to plan resources to meet organisational objectives
- Know how to procure resources
- Know how to monitor resource use in organisations

16

MANAGING QUALITY AND CONTINUOUS IMPROVEMENT



Credits

6



Guided
learning hours

22



Assessment Word Count

4000 - 4500



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the scope and purpose of quality management within organisations
- Understand approaches for managing quality
- Understand the application of continuous improvement within organisations
- Know how to judge the success of quality management

17

MANAGING FINANCE



Credits

6



Guided
learning hours

22



Assessment Word Count

3000 - 3500



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand finance within organisations
- Know how to set and manage budgets

18

USING DATA AND INFORMATION FOR DECISION MAKING



Credits

5



Guided learning hours

26



Assessment Word Count

3500 - 4000



OBJECTIVES

- 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. Understand the use of data and information in decision making



LEARNING OUTCOMES

- Understand the use of data and information in decision making
- Be able to interpret data and information to support decision making
- Know how to present data and information used for decision making

19

PRINCIPLES OF RECRUITING, SELECTING AND RETAINING TALENT



Credits

5



Guided
learning hours

21



Assessment Word Count

3500 - 4000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the factors that impact on recruitment and selection
- Know how to plan for recruitment and selection
- Understand approaches to the recruitment and selection of a diverse and talented workforce
- Understand strategies for retaining talent

20

WORKFORCE PLANNING



Credits

4



Guided
learning hours

16



Assessment Word Count

2500 - 3000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the rationale for workforce planning
- Understand the principles and practices of workforce planning

21

MANAGING THE CUSTOMER EXPERIENCE



Credits

5



Guided
learning hours

22



Assessment Word Count

3500 - 4000



OBJECTIVES

- 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.



LEARNING OUTCOMES

- Understand the principles of managing the customer experience
- Understand the customer journey in the context of an organisation
- Know how to manage the customer experience
- Know how to monitor and measure the customer experience



Get in

Touch

Ready to advance your career with world-class leadership programmes? Need guidance on enrollment or course selection? We're here to help! Connect with us today and take the next step toward success!

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