

Leadership & Management

# CMI level 5 Certificate and Diploma in Management and Leadership

## Course Details

### Price

£3,650.00

### Length

Start Date 16 February 2026 - 24 Sessions over 18 months.

## Course Overview

The CMI Certificate and Diploma in Management & Leadership is designed for aspiring/middle managers and leaders at operations, division, departmental or specialist level who are typically accountable to a senior manager or business owner. The primary role of a practising or aspiring manager/leader is to lead and manage individuals and teams to deliver the aims and objectives in line with the organisational strategy.

This course is offered as a blend of online and face-to-face delivery. All course content is linked to the world of work and ensures that delegates are given practical and theoretical knowledge to make the most of their qualification.

## Content

Successful completion of the qualification requires delegates to attend workshops and carry out assessment across 8 CMI units as below:

**Flexible learning that works for you**

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## Principles of Recruiting, Selecting and Retaining Talent

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 delegates with an understanding of the factors which impact on recruitment.

Delegates will learn how to develop plans and strategies for selecting staff and identify approaches for retaining the best of the best.

**Dates:** In Person 16 & 17 February 2026 (9am – 3pm)

Online Assignment Support 19 March 2026 (10am – 5pm) (over Teams) plus 6 hours self-study

## Principles of Managing and Leading Individuals & Teams to Achieve Success

When individuals and teams are managed well, organisations thrive and staff satisfaction increases. The aim of this unit is to equip managers with an in-depth understanding of the theoretical and practical approaches to leading and managing teams effectively. Managers will identify the techniques used to monitor and manage individual and team performance, assess current and future capabilities and adopt approaches to respond to these.

On successful completion of the unit, managers will not only understand how to meet the challenge of leading individuals and teams, they will know how to support, motivate and inspire them to exceed expectations.

**Dates:** In Person 13 & 14 April 2026 (9am – 3pm)

Online Assignment Support 5 May 2026 (10am – 5pm) (over Teams) plus 6 hours self-study

## Principles of Coaching & 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 coaching & mentoring and the impact these techniques can have in the development of a high-performance culture.

**Dates:** In Person 22 & 23 June 2026 (9am – 3pm)

Online Assignment Support 8 July 2026 (10am – 5pm) (over Teams) plus 6 hours self-study

## Managing Conflict

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.

**Dates:** In Person 1 & 2 September 2026 (9am – 3pm)

Online Assignment Support 1 October 2026 (10am – 5pm) (over Teams) plus 6 hours self-study

### **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 to 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.

**Dates:** In Person 9 & 10 November 2026 (9am – 3pm)

Online Assignment Support 1 December 2026 (10am – 5pm) (over Teams) plus 6 hours self-study

### **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 this 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.

**Dates:** In Person 11 & 12 January 2027 (9am – 3pm)

Online Assignment Support 9 February 2027 (10am – 5pm) (over Teams) plus 6 hours self-study

### **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.

**Dates:** In Person 22 & 23 March 2027 (9am – 3pm)

Online Assignment Support 13 April 2027(10am – 5pm) (over Teams) plus 6 hours self-study

## Using Reflective Practice to Inform Personal & Professional Development

Reflective practice is an essential management tool which supports the development of knowledge, skills and behaviours in the workplace. By consciously analysing own performance, decision making, leadership and

management skills (in different situational contexts); opportunities for on-going development can be identified.

The aim of this unit is to equip learners with the understanding of the value of reflective practice, and how reflection can be used as the basis of a meaningful personal and professional development.

**Dates:** In Person 7 & 8 June 2027 (9am – 3pm)

Online Assignment Support 6 July 2027 (10am – 5pm) (over Teams) plus 6 hours self-study

## Benefits

The CMI Level 5 Certificate and Diploma in Management & Leadership qualification will equip learners with a practical toolkit that enables them to deal effectively with direct reports, supporting and guiding them to contribute fully to team and organisational success. Upon completing the Diploma, learners may be eligible to apply for Chartered Manager status, depending on the period of time they can evidence managing staff

## Assessment

Module assessments are set by the study centre and contain a blend of written assignments, case studies and professional discussion. The assessments cover all the learning outcomes in the qualification.

## Next Steps

If you would like to book a place on this course please click on the **'Book Course'** button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via [admin@gta.gg](mailto:admin@gta.gg) or

call us on 01481 224570.

If no date is scheduled for this course at the present time please click on the **'Register Interest'** button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course

## Course Tutor

### Jacqui Richards

Jacqui is a Chartered Fellow of the CIPD and a Fellow of CMI, with over 30 years' HR experience across several industry sectors and worked for the Government of Jersey as Director of Jersey Business School, Highlands College. She has previously held positions on the Jersey CIPD Branch, the HR sub-committee of the Jersey Chamber of Commerce and worked directly for CIPD as a national CIPD membership upgrade assessor. Jacqui is also a leadership coach and mentor for both experienced executives and those looking to progress into management roles.