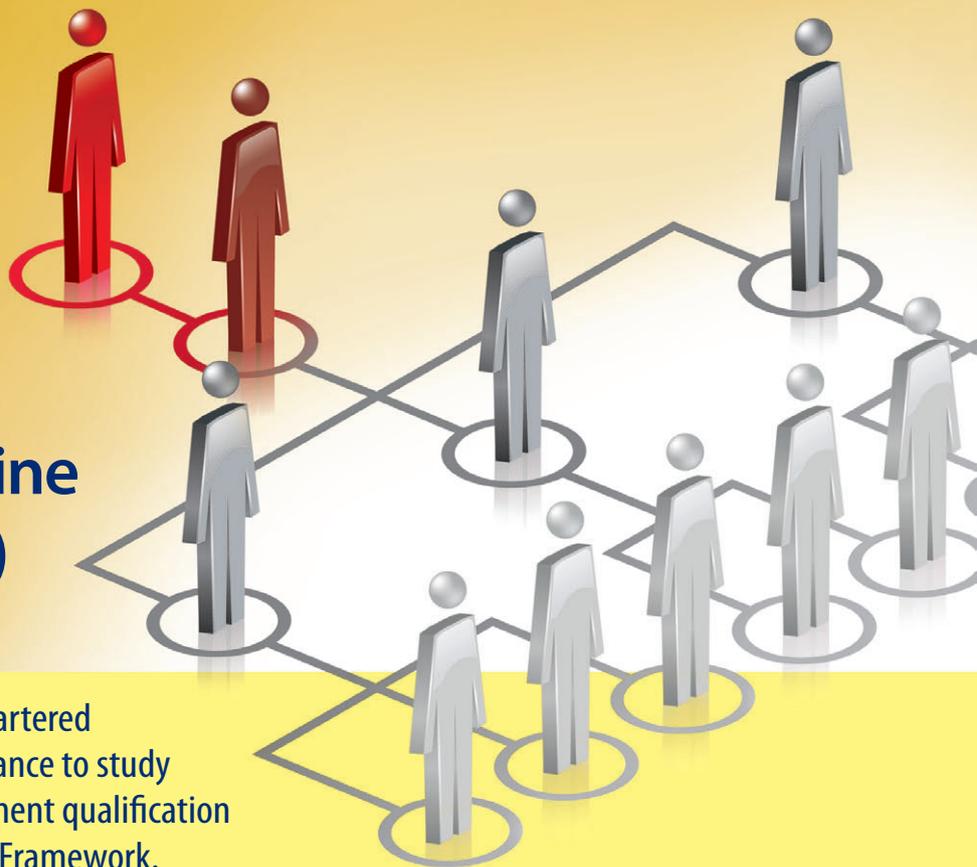


CMI Level 3

Certificate in First Line Management (QCF)



This qualification is accredited by the Chartered Management Institute and offers the chance to study for a highly respected first line management qualification at Level 3 in the UK Qualifications Credit Framework.

The programme is designed to meet the needs of existing or aspiring supervisors and first line managers within the housing sector, and is intended for those people who need to maintain and develop the effectiveness and efficiency of the operations for which they are responsible by:

- Motivating and developing the people who work in the team or department
- Managing and communicating information

- Being able to understand stakeholders and their needs, and planning to meet those needs
- Improving team performance.

This qualification emphasises the need for the development of personal management capabilities as a starting point. It focuses then on people and operational management principles and practices, and the development of an appreciation of resource control and use. Across all of this, it also encompasses

the need to make effective use of information in the decision-making process.

The programme concentrates on the practical application of management theory and principles in the context of the developing first line manager, thus providing a foundation for continuing professional and personal development in management. The course is delivered over two days and the workshops cover the following areas:

Day 1

- The role of the supervisor or first line manager
- Managing your own time to achieve work plan objectives
- How to develop and maintain effective working relationships to achieve objectives
- Delegation, leadership and motivation
- How to identify the development opportunities of individuals and teams to meet team and organisational objectives.
- How to select and apply the best course of action to address a performance issue.

Day 2

- Understanding the importance and principles of management communication
- Report writing and managing effective meetings
- The process required to continually improve meeting stakeholder requirements
- The concepts, impact and measurement of quality in teams and organisations
- Managing a healthy, safe and productive working environment.

Chartered Management Institute

The CMI is the only chartered body in the UK dedicated to management and leadership. The CMI works strategically with the Council for Administration (CIA) to help set the National Occupational Standards for management and leadership.

Fully recognised qualification

CMI qualifications are derived from the National Occupational Standards for management and leadership and accredited on the UK Qualifications Credit Framework (QCF) and the European Qualification Framework.

Our trainer

Alia Taub is an experienced training consultant, a lecturer, manager and commissioner. She has extensive experience of delivering accredited leadership and management qualifications within public sector organisations.

Cost	£500.00
CMI registration	£175.00
Dates	Thursday 19 and Thursday 26 April 2012 – Manchester



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Certificate in First Line Management (QCF)

How to book

- Online:** For our online booking form, go to: www.hqnetwork.co.uk/forthcoming_events.php
By post: Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA
By fax: Fax us on 0845 4747 006 (*a fax transmission will secure a firm booking if places are available*)
Please do not send any payment! We will confirm your booking and send an invoice to you.

We are considering introducing credit card payments for delegate places – would you be likely to use this option? Yes No

Who are we? HQN Limited is a housing consultancy and training company providing high-quality advice and support to councils, ALMOs, housing associations and other housing providers. Our subscription service, The Housing Quality Network, has around 650 members, who are kept up to date on policy and best practice via briefings, workshops and our electronic information bank. We also run specialist networks for practitioners on a range of housing issues and provide interim and project management services. To find out more, visit our website at www.hqnetwork.co.uk, or call us on 0845 4747 004.

Delegate fees Course fee (two days): £500, plus VAT at the applicable rate
CMI registration (mandatory): £175, plus VAT at the applicable rate
The fee includes refreshments, lunch* and an information pack.

		Fee payable (incl. VAT)
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
To enrol additional delegates, please photocopy this form.		TOTAL £ :

Name of person making booking	Order no.
Organisation	
Job title	
Email address	Tel no.
Invoicing address	
	Postcode

Booking Form

Bookings: Bookings are subject to HQN Limited's conditions dated 23 February 2005, a copy of which can be obtained from our offices, free of charge.

Cancellations and substitutions: A full refund will be given if a cancellation is made 28 calendar days or more prior to the event, and a 50% refund if a cancellation is made 15-27 calendar days prior to the event. We regret that no refund can be given if a cancellation is made 14 calendar days or less before the event. Cancellations must be made in writing, and will be acknowledged by HQN Limited. There is no refund for non-attendance, but delegates may be substituted at any time.

Guarantee: As with all our events, our guarantee is that if a delegate attends this event and for any reason does not find it worthwhile, we will refund their delegate fee in full. To take advantage of this guarantee, the delegate fee must be paid in full prior to the date of the event.

* Please let us know if a delegate has any particular needs, including dietary, and we will do everything possible to meet their requirements.