

# CMI Level 5

## Certificate in Leadership and 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 5 in the UK Qualifications Credit Framework.

The programme is designed to meet the needs of first line managers or aspiring managers within the housing sector. The course is delivered over two days and the workshops cover the following areas:

### Developing your management style:

- Classic management style theories
- The importance of developing your management style
- Up-to-date ideas about management style
- Developing good working relationships
- Your ongoing personal development
- Creating a personal development plan.

### Leadership practice:

- Understand the links and differences between management and leadership
- Understand leadership principles that support organisational values
- Be able to understand and apply leadership styles to achieve organisational objectives.

### Meeting stakeholder needs:

- Data information and its use.

### Building and maintaining the team:

- Recruiting and selecting the right people
- Equality in the recruitment and selection process
- Typical recruitment and selection process
- Managing individual performance
- Exploring performance issues with your team
- How team welfare affects achievement.

### 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** | £720.00

**CMI registration** | £188.60

**Dates** | Tuesdays 19 and 26 June 2012 – London  
Thursdays 21 and 28 June 2012 – Manchester



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### How to book

- Online:** For our online booking form, go to: [www.hqnetwork.co.uk/forthcoming\\_events.php](http://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](http://www.hqnetwork.co.uk), or call us on 0845 4747 004.

**Delegate fees** Course fee (two days): £720, plus VAT at the applicable rate  
CMI registration (mandatory): £188.60, plus VAT at the applicable rate  
The fee includes refreshments, lunch\* and an information pack.

Please state which venue(s) you wish to book for (tick boxes required)

London | 19 & 26 June  Manchester | 21 & 28 June

		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.		<b>TOTAL</b> £ :

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.