

## **CMI Level 6 Award in First Line Management**

This unit is about the foundation skills and knowledge required of a first line manager. Applicants study three units and gain the Award in First Line Management at SCQF Level 6.

The three units are delivered over 9 weeks via 2 hour sessions, usually 4.30-6.30pm. The course is also available online. There is one assessment at the end of the course, to achieve the qualification.

The cost of the Award is £250 and the course is registered for an ILA.

### **Element 1**

Be able to understand the role of the first line manager and construct a personal development plan

- 1.1. Describe the role and responsibilities of the first line manager
- 1.2. Explain the skills and knowledge required of the first line manager and compare own existing skills and knowledge with those required
- 1.3. Construct a personal development plan that supports and develops existing and required skills and knowledge

### **Element 2**

Be able to understand stakeholders, their needs and planning to meet those needs

- 2.1. Identify the first line manager's immediate stakeholders and their needs
- 2.2. Describe the data and information available to the first line manager on stakeholder needs
- 2.3. Develop a plan to meet existing and potential stakeholder needs

### **Element 3**

Be able to understand the need to establish and develop working relationships and manage team performance

- 3.1. Explain methods to maintain and develop working relationships
- 3.2. Describe methods of identifying performance of team members and methods of supporting performance improvement

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