

CMI AWARD IN IMPROVING TEAM PERFORMANCE

AIMS

The aim of this qualification is to develop new skills, knowledge and behaviours in your role as a manager, thereby enhancing your confidence and effectiveness when supporting your colleagues. Successful candidates will achieve a nationally recognised and transferable management award.

CLIENT GROUP

This qualification is for supervisors and first line managers within any industry sector and is intended for those people who need to develop and maintain the effectiveness and efficiency of the operations for which they are responsible.

You will be responsible for:

- Motivating and developing the people who work in your team or department;
- Developing effective communication;
- Developing a sense of team or corporate identity

AWARD

On successful completion of the programme, candidates receive the CMI Award in Improving Team Performance, SCQF6.

LEARNING OUTCOMES

This programme will help you to:

- Identify issues which affect performance within the workplace
- Know how to select and apply the best course of action to address a performance issue
- Be able to take action to achieve the effective performance of an individual

PROGRESSION

Candidates who successfully complete this award can undertake additional CMI modules and achieve sufficient credits to obtain the CMI Certificate in First Line Management.

ASSESSMENT

The assessment consists of written tasks that require application of learning to your own practice.

DURATION

3 days plus assessment

CANCELLATION POLICY

Inverness College UHI (ICUHI) reserves the right to cancel or defer the dates of the courses. In the event of ICUHI cancelling a course, learners will be deferred to another (scheduled ICUHI) course or given a full refund if ICUHI are unable to provide a course on dates suitable to the learner. In the event of cancellation of a course by the learner or their representative, the following charges will apply:

More than 28 days – 0%

14-28 days – 25%

1-14 days – 50%

No notice or non-attendance without notice – 100%

ICUHI reserves the right to charge a cancellation fee of £40 if the learner or their representative cancels (refund terms above). Cancellations can be advised to ICUHI by telephone but must be confirmed in writing, either by post or email to: business.ic@uhi.ac.uk

Refunds are calculated from the date of the written confirmation of the cancellation being received by ICUHI.

Learner deferral requests must be received no later than 10 working days prior to the course start date, otherwise the above £40 administration fee will apply. ICUHI will make all reasonable attempts to defer the learner to a suitable ICUHI course, but deferral requests are at the discretion of ICUHI as are any refunds after deferral requests. All awarding body costs arising from the learner deferral request must be met by the learner.



To apply or for more information
email: business.ic@uhi.ac.uk