



Operational Leadership & Management Programme

Benchmarked to Level 5 (CMI)

About the *Programme*

Moving from managing a team to leading a whole department calls for sharper judgement and decisions backed by real data.

Arden University's CMI Operational Leadership & Management Programme is an accelerated, high-impact pathway designed specifically for middle managers who lead departments, functions, or significant operational areas.

Through a series of high-impact masterclasses, learners move from frontline supervision toward strategic leadership. It maintains a highly flexible and adaptable framework, allowing partners to tailor delivery precisely to the evolving operational needs of their learners and organisations.

Informed by the Level 5 Operations/Departmental Manager occupational standard, learners come away with the critical professional skills and conscious behaviours required to deliver immediate workplace impact and a clear Return on Investment (ROI). The programme culminates in a final assessment phase, to confirm eligibility for Chartered Manager status through the Chartered Management Institute (CMI), embedding long-term career acceleration and senior credibility.

Programme *Structure*

The programme is delivered within 3 key pillars, to develop strategic, inclusive, and highly capable operational leaders

Alongside the three learning pillars, learners will attend executive masterclasses, complete a strategic impact project and complete a reflective professional discussion that supports progression to Chartered recognition (subject to eligibility).

1 PILLAR

Leading People & Stakeholders

Focuses on mastering the "soft" skills of departmental leadership by fostering inclusive, high-performance workplace cultures and managing complex internal and external relationships to drive team success.

2 PILLAR

Operational Delivery & Excellence

Bridges the gap between management theory and robust execution by mastering strategic operational planning and the financial oversight required to run an efficient, data-driven department.

3 PILLAR

The Management Impact Project

Facilitates the execution of a real-world, data-driven business project to solve a live operational challenge or capitalise on a departmental opportunity, delivering direct organisational ROI.

Key *Facts*

Cost:

£1,650

Embedded Professional Grade:

Chartered Manager (CMgr) Status*

Duration:

A flexible delivery timeline up to Twelve months, with continuous access to the CMI Thrive digital ecosystem.

Delivery:

Our blended delivery model consists: of:

- Flexible, self-guided online learning journeys curated to complement core themes.
- High-impact masterclasses designed to build immediate workplace capability.
- Structured digital tools, including an exclusive Diagnostic Tool completed at the beginning, middle, and end of the programme to validate skill progression.
- Contextualised template resources, including interactive Worksheets, Checklists, and Action Scripts.

*Subject to eligibility and experience requirements

Entry

Requirements

Learners enrolling on this programme must meet the following criteria:

- Be an established middle manager or professional currently leading a department, function, or significant operational area.
- Have a commitment to developing inclusive, conscious leadership behaviours
- Possess standard proficiency in the English language to actively engage in professional discussions and reflective writing
- To qualify for Chartered Manager status (CMgr), learners must be able to evidence at least 3 years of management experience by the end of the course (validated via an up-to-date CV or experience log)

Prospective learners will be streamed onto the most relevant course for them, and if someone does not meet the criteria for full Chartered or Fellow status, they will be reviewed for eligibility against the next available status.

Progression

Pathways

Upon completion of the programme, individuals progress to the final assessment phase of the programme. This confirms their eligibility for Chartered Manager (CMgr) status and significantly accelerates learners professional development, establishing a direct route toward senior executive leadership roles and long-term career growth.

Programme

Pillar Overview

Leading People & Stakeholders

MASTERCLASS 1

This module focuses on mastering the interpersonal and relationship-building capabilities required to lead functional areas and diverse corporate networks successfully.

- **High-Performance Cultures:** Developing the core leadership skill sets required to foster inclusive, collaborative, and highly motivated departmental teams.
- **Stakeholder Dynamics:** Managing and balancing complex internal and external stakeholder relationships to build cross-functional consensus and drive organisational alignment.
- **Conscious Leadership:** Cultivating a deeply self-reflective management style committed to conscious, transparent, and equitable leadership practices.

Programme

Pillar Overview

Operational Delivery & Excellence

MASTERCLASS 2

This module equips managers with the tactical execution, optimisation, and financial tools necessary to sustain an efficient, compliant department.

- **Strategic Execution:** Bridging the gap between high-level organisational theory and localised operational delivery through robust planning frameworks.
- **Financial Oversight:** Developing vital commercial awareness and budgetary control mechanisms required to manage resources and oversee departmental finances effectively.
- **Data-Driven Operations:** Using localised data sets, performance metrics, and operational tracking to ensure continuous improvement and departmental efficiency.

Programme

Pillar Overview

The Management Impact Project

MASTERCLASS 3

This hands-on, practical module allows learners to apply their cumulative knowledge to a live workplace initiative to evidence immediate leadership value.

- **Project Management Frameworks:** Utilising structured data and project management methodologies to efficiently scope, monitor, and execute a departmental initiative.
- **Operational Problem Solving:** Identifying a tangible operational challenge or strategic growth opportunity within the organisation and engineering a sustainable solution.
- **Evidencing Leadership Impact:** Securing a clear, quantifiable Return on Investment (ROI) for the business while structurally demonstrating professional leadership competence.

Programme

Pillar Overview

MASTERCLASS 1

Final assessment & Professional Verification

To complete the programme and secure Chartered Manager (CMgr) status, learners do not sit formal exam papers. Instead, Arden University utilises an agile, evidence-based verification process to confirm eligibility, experience requirements and professional competence:

1. Reflective Practice (CPD Log)

- Learners maintain a comprehensive Continuous Professional Development (CPD) Log throughout the programme.
- This documents critical reflections on personal growth, leadership behaviours, and planned next steps for ongoing career development.

2. Application of Learning (Professional Discussion)

- Competence is validated through a structured Professional Discussion at the end of the programme.
- Learners present their Management Impact Project report to demonstrate how they successfully applied their learning to optimise a live workplace process.



Ready to
take the next step?

Contact us

For enquiries:

degreeapprenticeships@arden.ac.uk

T: 02476 515700

and choose the option for apprenticeships

For more information [Visit our Website](#)