

Certificate in Leadership and Management (Level 5)

Course overview and outline

This Level 5 Leadership and Management course is designed for current and aspiring leaders who want to develop confident, effective, and future-ready management skills. The programme provides a well-structured, practical overview of modern leadership principles, combining strategic thinking with people-centred management approaches.

Throughout the course, learners gain a solid understanding of how organisations operate, how teams can be built and motivated, and how managers can lead change, manage performance, and make informed decisions in complex business environments. The syllabus covers both **hard management skills**—such as process, risk, and time management—and **essential soft skills**, including communication, negotiation, feedback, and conflict handling.

This course supports professional growth by strengthening leadership mindset, improving operational effectiveness, and enhancing the ability to lead people with clarity, confidence, and emotional intelligence. It is particularly valuable for those aiming to progress into senior roles or seeking to improve their impact as managers in dynamic and demanding workplaces.

Unit Descriptions

Unit 1 – Understanding Management and Leadership

This unit explores the core principles of management and leadership, highlighting the differences and connections between the two. Learners gain insight into leadership styles, roles, and responsibilities within modern organisations.

Unit 2 – Improving Management and Leadership Performance

Focused on self-development, this unit helps learners evaluate and enhance their own leadership effectiveness. It introduces practical methods for continuous improvement and performance measurement.

Unit 3 – Developing a High Performance Team

This unit examines how successful teams are formed, led, and sustained. Learners discover strategies for collaboration, accountability, and maximising team potential.

Unit 4 – Motivating Employees

Learners explore what drives employee motivation and engagement in the workplace. The unit provides tools to inspire performance, commitment, and job satisfaction.

Unit 5 – Talent Management

This unit focuses on identifying, developing, and retaining talent within an organisation. Learners gain an understanding of how effective talent management supports long-term business success.

Unit 6 – Succession Planning

The importance of planning for future leadership and key roles is the focus of this unit. Learners learn how to reduce risk and ensure continuity through structured succession strategies.

Unit 7 – Business Process Management

This unit introduces the fundamentals of managing and improving business processes. Learners develop an understanding of efficiency, quality, and performance optimisation.

Unit 8 – Communication Skills

Effective communication is essential for leaders; this unit develops verbal, non-verbal, and written communication skills. Learners improve clarity, influence, and professional interaction.

Unit 9 – Negotiation Techniques

This unit covers the principles and techniques of successful negotiation. Learners build confidence in achieving mutually beneficial outcomes in professional situations.

Unit 10 – Managing Meetings and Giving Feedback

Learners explore how to plan and lead productive meetings, as well as how to provide constructive feedback. The unit supports effective decision-making and performance development.

Unit 11 – Managing Change

This unit focuses on understanding and leading organisational change. Learners gain tools to manage resistance, communicate change effectively, and support teams through transitions.

Unit 12 – Managing Time

Time management strategies are introduced to help learners prioritise tasks and improve productivity. The unit supports better planning and workload control.

Unit 13 – Stress Management

This unit examines the causes and effects of workplace stress. Learners develop practical techniques to manage stress for themselves and support employee wellbeing.

Unit 14 – Managing Conflict

Learners gain an understanding of workplace conflict and its impact on teams. The unit provides approaches for resolving disputes constructively and maintaining positive working relationships.

Unit 15 – Risk Management

The final unit introduces the principles of identifying, assessing, and managing risk. Learners

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