

CASE STUDY

CMI PARTNERSHIP WITH: University of Bolton

Hear from one of the many happy learners that have completed the Chartered Manager Degree Apprenticeship accredited by CMI, as well as from their lecturer, who went on her own CMDA journey before she started teaching the course. They talk about their experiences, learning and career progressions as a result of the CMDA.



Kate Myatt

Assistant Divisional Director of Nursing | Bolton NHS Foundation Trust
University of Bolton | CMDA in Health and Social Care Business Management

“ Embodiment of the values of CMI has allowed me to demonstrate integrity and effective leadership skills. I have also developed in confidence, resilience and I'm much more agile, resulting in being more creative and innovative within my role. ”

“ At the time of enrolment on the BSc (Hons) Business Management: Health and Social Care (top-up) (Chartered Manager Degree Apprenticeship) I had been working in a senior nursing role for around five years, with the last 15 years working within the health and social care economy. I had carried out a variety of different roles, predominantly in a clinical Management and Leadership role.

My role as Matron has supported improved outcomes on quality, patient safety and governance as well as operationally managing services. However, at my yearly personal development plan meeting I identified that I wanted to enhance and develop my professional knowledge and skills in these areas.

The key areas I wanted to focus on included having a greater understanding of how to lead and manage people, teams and services. I also wanted to gain knowledge of how to successfully manage projects and quality improvements, how a project moves through planning and design stages, and how to monitor the outcomes. I have a love for Governance as well, and wanted to learn about risk management models and reporting, risk benefit analysis and the health and safety implications poor risk management can have on organisations.

The apprenticeship has provided me with a range of professional knowledge and skills that I now use in my everyday practice. This includes operational management, project management, leading and managing people, change management, risk management, innovation and other areas of management. I feel much more confident in

applying both practical or theoretical course content that we covered within the course.

I feel that by applying my newly attained professional knowledge and skills, I have a different style of management and believe that I am a more effective leader. I have spent time gaining a really good understanding of my team members by identifying individual's strengths and weaknesses and taking these into account when actions need completing, and I feel that this has resulted in a higher performing team.

The course also gave me the confidence to explore different professional opportunities.

I took on a more operational role for one of the teams I was managing, and moved portfolios to gain further experience in an area I wasn't familiar with. The course gave me the confidence to step out of my comfort zone. This led me to apply for a promotion within my area of work and was successfully appointed into the Lead Governance role across the trust.

I feel that understanding the values of CMI has allowed me to demonstrate integrity and effective leadership skills. I am most definitely much more emotionally and self-aware, particularly when dealing with difficult situations which I come across quite a lot in my new role. I also have developed in confidence, resilience and I'm much more agile resulting in being more creative and innovative within my role.

I would recommend anyone exploring enrolling on a CMI apprenticeship to do so. ”

Dawn Fletcher-Wilde

Senior Lecturer | School of Nursing and Midwifery | University of Bolton

“ At the start of my CMDA journey I was working as a Service Manager – Elective Care, at the acute hospital. Before that I had worked in mental health services at the same level having had a number of ‘manager’ posts but with nothing other than learning from predecessors.

During the course, I learned so many skills and gained so much knowledge on Management and Leadership, even in the first module, that I was soon asked to apply for a promotion into my line manager’s then role of Operational Business Manager - Diagnostic and Support Services.

I was in this role and applying my learning whilst delivering on big projects and managing very large teams, when the Covid-19 pandemic hit.

During the pandemic I led and managed teams and projects vital to continuing patient care in the NHS during the most unprecedented and challenging times. The pandemic brought many complex operational challenges for the NHS, including data protection and legal compliance whilst working remotely.

At this point I was approached to take up a new position, as Head of Information Governance and Data Protection. I steered the Trust through its most difficult time, advising

the board on data security for both staff and patients. During challenging times, I was able to apply my CMI knowledge, skills and behaviour to my operational knowledge to successfully lead my team and the Trust.

At the same time as the above I also studied and certified as a Data Protection Officer (C-DPO), graduated from University with first class honours and won a Governor’s Prize for Highest Academic Achievement. This made me realise that leadership and learning are my professional passions.

It felt like fate when the opportunity arose for a Senior Lecturer in leadership programmes at the university - teaching the very course that had inspired and taught me so much. I took a leap of faith, leaving behind my 16 years in the NHS, and in December 2021 started at the university, and haven’t looked back since. I now deliver the CMDA programme and get direct student feedback on how my passion for the course comes through and helps with learning and understanding.

I feel very lucky and grateful for my CMI journey, it really has made me who I am today and opened up a whole new wonderful career. ”

Luke Cruickshank

Engagement Executive | Partnership Engagement | Chartered Management Institute

“ It has been amazing to witness the tremendous impact that this course and partnership has had on the students, their career journeys and the wider community.

From the first Cohort of CMDA students who went through the End Point Assessment, 7 out of 9 students have successfully gained at least one promotion whilst studying on the course and applying their learning at interviews,

some have had multiple promotions. The jobs they have progressed to include Senior Manager roles within the NHS.

Many have led and implemented huge significant projects that have been pivotal to continued health care delivery for patients, using innovative means and skills learned during the CMDA displaying all the attributes of exceptional Chartered Managers. ”

If you’d like to find out more about the CMDA, or any of CMI’s other qualifications, head to:

managers.org.uk/education-and-learning/apprenticeships/