

**Advanced Chaplaincy Course
(Tri-Service)
Level 6 Award in Professional
Management and Leadership
Practice**

Completion Pack October 2024
Version 4

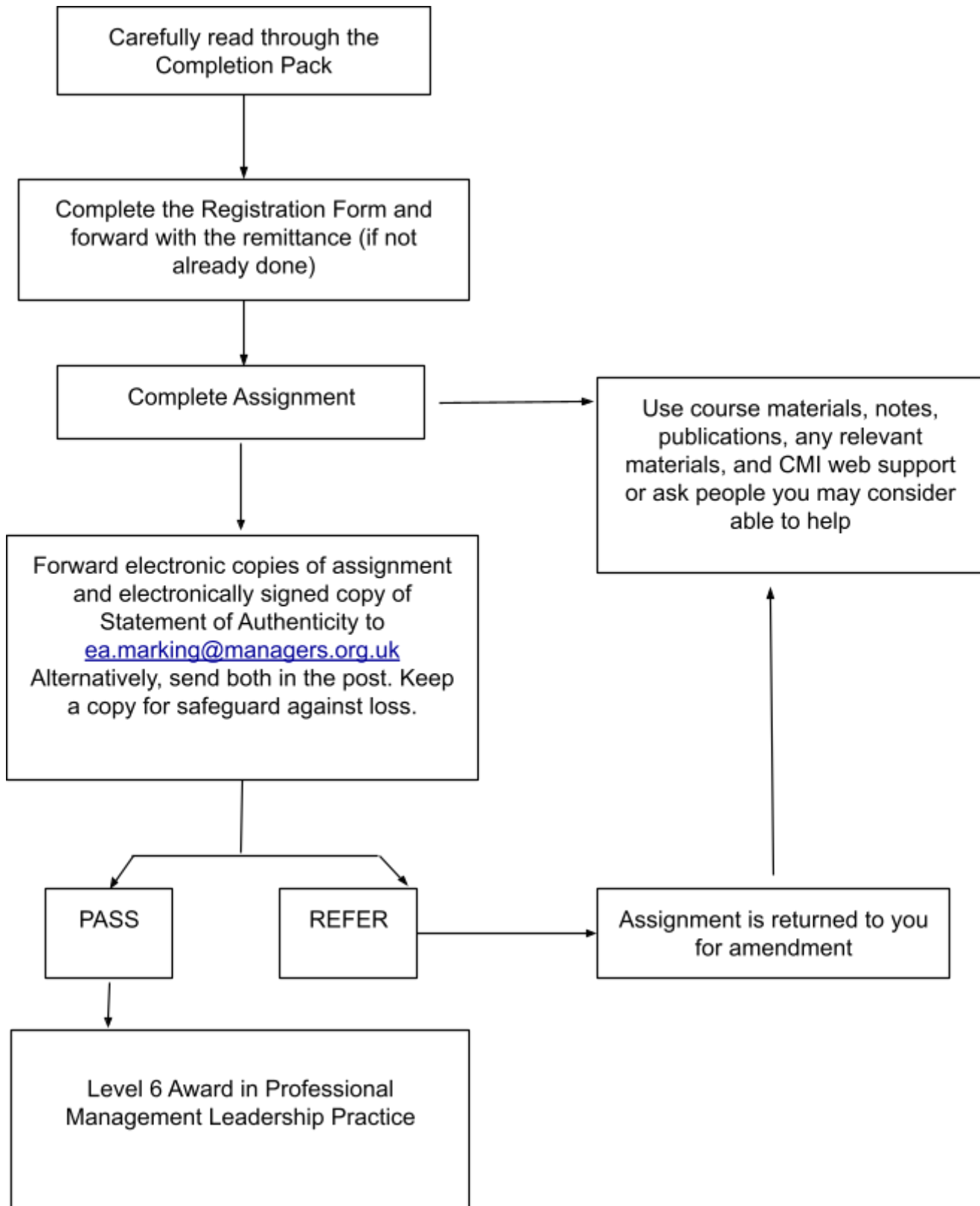
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COMPLETION PROCESS OVERVIEW - QUALIFICATION



INTRODUCTION

The Chartered Management Institute (CMI) has undertaken detailed mapping of your course with a view to recognising them against regulated professional qualifications. CMI has fully recognised that your course meets some of the requirements for the CMI Level 6 Award in Professional Management and Leadership Practice.

- The CMI Level 6 Award in Professional Management and Leadership Practice can be achieved by completing and submitting one of the following assignments (601 or 614) that meet the required total 50 TQT/minimum of 5 credits.

To acquire the CMI Level 6 Award in Professional Management and Leadership Practice, you must complete and submit one of the following assignments (601 or 614 comprising a number of tasks, as contained in this completion pack).

The qualifications are immediately transferable to, and acknowledged by, the civilian business world as a benchmark qualification expected for a team leading management position. The qualifications are commended to all students as an extremely valuable addition to your in-service qualifications.

Qualification Registration Duration

Qualification Structure	Period of Registration
Award	Up to 12 Months
Certificate	Up to 36 Months
Diploma	Up to 36 Months
Extended Diploma	Up to 36 Months

It is very important that you contact CMI by telephone: +44 (0) 1536 207496 before this time if you are encountering difficulties (see below).

There are no refunds for lapsed candidates.

SUPPORT FOR GAINING CMI QUALIFICATIONS

This CMI qualification Completion Pack provides you with the support information you need for the External Assignment.

For the duration of your qualification programme you receive complimentary 'Affiliate Membership' of CMI, enabling you to access a wide range of support material on the CMI website and ManagementDirect. If you are already a member you cannot claim a refund of membership fees.

NOTE: If you have not previously registered on the CMI Website you now need to do so using the information contained in your CMI Welcome Letter.

We ask where possible for you to access on personal devices and networks to prevent any issues with MOD security and firewalls.

How do I get started and access my learning resources?

1. Click [here](#) to set your password
2. Follow the on-screen instructions
3. Click [here](#) to access ManagementDirect
4. Username is the email as registered with CMI

Once logged in to ManagementDirect, use the following steps to access support for:

Unit 601 or 614

- Opening Screen - Click on Qualification Support* for Level 6 Award in Professional Management and Leadership Practice
- Next Screen - Click View Qualification
- Next Screen - Scroll to find Unit 601 or 614
- Select 'Mapped Resources to Learning Outcomes (LOs)' or Key Resources

Between the LOs there are links to 'View Resources'. By 'clicking' these open you will find comprehensive support for the appropriate LO. Resources include documents, checklists, video clips and recommended reading. Note that there may be some duplication of resource references as the LOs are interrelated.

*If you do not have a link to Qualification Support please contact the team (see below)

Unsure about anything?

Please contact CMI on: +44 (0) 1536 207496 during office hours (0900-1700 hours Monday to Friday), or mod.qualifications@managers.org.uk

UNIT COMPLETION REQUIREMENTS

You are required to complete one assignment to obtain the 'standalone' CMI Level 6 Award in Professional Management and Leadership.

Guidance on completing the assignment and submitting your work to CMI are on the following pages. You are also encouraged to submit a reflective statement of no more than 300 words (in addition to the assignment word count) describing the value and knowledge gained from undertaking the assignment. This statement will not be assessed; however it encourages you to review the value and application of your learning.

CMI Level 6 Award in Professional Management and Leadership	Credits	Actions
Unit 601 - Professional Management and Leadership Practice	6	<ul style="list-style-type: none">• Register for the Qualification• Complete assignment(s)• Submit electronic copies of assignment(s) including signed copy of Statement of Authenticity• Keep a copy for safeguard against loss
Unit 614 - Principles and Practices of Ethical Decision Making	6	

QUALIFICATION REGISTRATION

If you have not already done so, you need to register for the qualification. The registration form must be accompanied with a copy of the relevant section of your end of course certificate (i.e. JPA print out), and the requisite remittance (cheque or credit/debit card details). Send this to the CMI at the address shown on the form.

SUBMISSION OF ASSIGNMENTS

CMI Level 6 Award in Professional Management and Leadership

Once you have completed an assignment, you must forward it, along with a signed copy of the Statement of Authenticity (as a single file with your completed Statement of Authenticity as the first page) by e-mail to ea.marking@managers.org.uk. The assignment must not exceed a file size of 5MB. File name should include the following: name, P number, unit and submission number i.e. Assignment Blogs_P123456_Unit_number_submission number.

You are strongly advised to keep a copy of your assignment to safeguard against loss; your assignment will not be returned to you but will be destroyed by safe and confidential means.

Please note that CMI does offer a paper based assessment service for learners who are unable to provide an electronic copy. Post the assignment along with your signed Statement of Authenticity to:

External Assignments/MOD,
Awarding Body,
Management House,
Cottingham Road,
Corby,
Northamptonshire NN17 1TT.

PASS: If a pass is achieved, the Institute will issue you with your qualification certification and your units / credit certificate along with an offer of graded membership of the Chartered Management Institute. This

level of membership may be lower than that offered by the MOD guaranteed membership scheme – you can opt for either.

REFERRAL: If your assignment does not meet the pass standard, it will be returned to you with guidance notes for completion. You must meet the additional requirements before re-submitting the assignment. You will be allowed one further re-submission (i.e. 2 in total).

Following two Referrals for your assignment, a Resubmission Fee of £20 (+ VAT) will be payable to CMI before work is reassessed. For more information please contact ea.marking@managers.org.uk or call 01536 207496 option 1.

ASSESSMENT GUIDANCE FOR LEARNERS

CMI provides a comprehensive external quality assessment service. Currently all units within the Management and Leadership qualifications from Level 2 to 7 have an assignment brief available.

CMI provides a six week service level on all assignments received.

Learners are required to complete all tasks and Assessment Criteria.

ASSESSMENT GUIDANCE

Submission directly to CMI EA Marking

All work must be submitted in a single electronic document (.doc file). The document must be marked with your full name, P number and unit number. Electronic assignments should be sent to ea.marking@managers.org.uk

Please note CMI do offer a paper based assignment service for learners that are unable to provide an electronic copy only. Please post the assignment to External Assignments, Awarding Body, Management House, Cottingham Road, Corby, Northamptonshire, NN17 1TT.

The assignment should be your own work and not direct copies of theories or models. Any models described and other quotes used must be properly attributed and referenced as appropriate. Learners must acknowledge or reference any sources that have been used to complete the assignment, listing reference material and web sites used, appendices must not be included.

Learners are encouraged to produce a reflective statement of no more than 300 words (which does not count towards the final word count), describing the value and knowledge gained from undertaking this assignment. The reflective statement is not assessed; however it encourages you to review the value and application of your learning.

PLAGIARISM & COLLUSION

In submitting the assignment the learner must complete a statement of authenticity (included in the Completion Pack) confirming that the work submitted for all tasks is their own and does not contravene CMI policies including word count and plagiarism.

Academic offences, including plagiarism and collusion, are treated very seriously. Plagiarism involves presenting work, excerpts, ideas or passages of another author without appropriate referencing and attribution. Collusion occurs when two or more learners submit work which is so alike in ideas, content, wording and/or structure that the similarity goes beyond what might have been mere coincidence. Plagiarism and collusion are very serious offences and any learner found to be copying another learner's work or quoting work from another source without recognising and disclosing that source will be penalised.

In submitting their assignment for the unit, and completing the relevant statement of authenticity, learners are confirming that the work submitted for all tasks is their own and does not contravene the CMI policies including word count, plagiarism and collusion. CMI reserves the right to return assignments if the necessary statements of authenticity have not been completed.

Learners found to be in breach of these regulations will be reported to the relevant CMI contact for deliberation. The learner will be notified in writing of the outcome of the investigation. In the event that a learner is found to have perpetrated malpractice, the learner will be withdrawn from his/her qualification immediately; fees will not be refunded, the relevant Regulatory Body will be informed and membership of the CMI will be withdrawn.

APPENDICES

Appendices should not be included. All use of tables, graphs, diagrams, Gantt charts and flowcharts should be incorporated into the main text of the assignment. Any published secondary information such as annual reports and company literature, should be referenced in the main text of the assignment but not included.

CONFIDENTIALITY

Where learners are using organisational information that deals with sensitive material or issues, they must seek the advice and permission from that organisation about its inclusion in an assignment. Where confidentiality is an issue, studying members are advised to anonymise their assignment so that it cannot be attributed to that particular organisation.

WORD COUNT POLICY

Please refer to assignment briefs for each unit word count. Learners must comply with the required word count, within a margin of +10%. These rules exclude the index (if used), headings, information contained within references and bibliographies. When an assessment task requires learners to produce presentation slides with supporting notes, the word count applies to the supporting notes only.

Where a learner's work has contravened the word count policy, it will be reviewed by the Marker and Lead Moderator before a final decision is made.

REFERENCING & PROFESSIONALISM

A professional approach to work is expected from all learners. Learners must therefore identify and acknowledge ALL sources/methodologies/applications used. The learner must use an appropriate referencing system to achieve this. Whilst marks are not awarded for the use of English, the learner must express ideas clearly, succinctly, and ensure that appropriate terminology is used to convey accuracy in meaning.

INSTRUCTIONS & INFORMATION FOR LEARNERS

The external assignment is set and assessed by the Chartered Management Institute. It is designed to assess your achievement of all the Learning Outcomes and associated assessment criteria in the relevant unit of the qualification you are undertaking.

You should make sure that you plan your work carefully, to ensure that you cover all the requirements of the assignment, and complete it within the time limit specified.

Your statements, in answer to the tasks, need to be prefixed with the specific task number and unit title. This will help you keep on track and should ensure you address the details. Work submitted without a task prefix will be returned unmarked. Your statements should not be just a description of workplace activities but should include what you have learned from your programme of study. In other words you need to show how you can relate what you have learned to day-to-day management activities.

You must submit your work as a single electronic word document (.doc file). You should mark the assignment with your name, learner number, the unit number, your Centre name – Britannia Royal Naval College - and a brief description of the context in which the assignment was undertaken. You may include a title page if you wish. You must show a total word count on the front page of your assignment. You are strongly advised to keep a copy of your completed assignment before you submit it for assessment – the copy you submit will not be returned to you. Your assignment may be kept by the CMI for quality assurance purposes. Any assignment not kept for quality assurance will be securely destroyed.

CMI will assess your assignment, and the result will be sent to you, normally within 6 weeks of receipt by the Institute.

If your assignment is assessed as referred, notification will be sent to you with an indication of the areas to be addressed. You may resubmit an assignment on a further two occasions during your period of registration as a CMI learner.

If there is anything in these instructions or in the assignment itself which you do not understand, please seek guidance from CMI by phone on 01536 207496.

UNIT 601

Assignment Brief: Professional Management and Leadership Practice

Click [here](#) to download the Assignment Brief.

Each task in this assessment brief has been developed to enable you to evidence achievement of the learning outcomes and assessment criteria for **CMI 601: Professional Management and Leadership Practice**. Each of the assessment criteria must gain a pass outcome for you to successfully achieve the unit.

Preparation for the assessment

- Before you begin the assessment booklet please read the **CMI 601** unit specification thoroughly as only the content related to the achievement of the assessment criteria will be assessed.
- Research the topics being assessed. Suggested reading/web resources are provided on the **CMI 601** unit specification. Your tutor may signpost you to relevant resources. Additionally you may access excellent online resources at ManagementDirect <https://members.md.cmi.org.uk>. Please note that if you have a customised site the link will differ, please contact your Centre for clarification.
- If you are enrolled on the Trailblazer Apprenticeship programme you are encouraged to review the Apprenticeship Standard for the Chartered Manager Degree Apprenticeship.

Completing the assessment booklet

- The assessment booklet contains a series of tasks which are clearly referenced to the relevant assessment criteria and indicative content.
- Refer to the Assessment Guidance table at the end of the assessment booklet which outlines the requirements for a Pass or Refer.
- Evidence must be provided in the main body of the assignment booklet. Additional work based evidence such as plans or documentation (which has been referred to within the main text) should be included at the end of the booklet marked 'Work Based Evidence'. Appendices are not a requirement of this assessment brief. If appendices are included these will not be marked or moderated by the CMI.
- Work based evidence must be accompanied by a supporting statement in the learner evidence box, to explain the link to the assessment criteria. Work based evidence (where required by the task) must not exceed SIX (6) pages. Files embedded in the booklet must not exceed 10MB.
- The assessment booklet must be completed in a professional manner (e.g. applying business conventions for writing formal reports) and by using Microsoft Word, Rich Text Format or another compatible software programme.
- The assessment booklet must be saved as a word document (.doc or .docx) and not in a PDF format.
- An appropriate referencing system (such as Harvard Referencing) must be used to ensure the original source(s) of quotations or models can be verified.
- Finally, you must sign the Learner Authenticity statement (an electronic signature is accepted).

Learner support

For information regarding policies and procedures for assessment (e.g. special assessment arrangements, learner support, appeals, complaints, certification, confidentiality, plagiarism) you should contact your tutor or Centre manager and refer to the CMI Level 6 in Professional Management and Leadership Practice syllabus.

INTRODUCING ASSESSMENT BRIEF CMI 601

Being equipped with the knowledge, skills and behaviours to manage and lead in a variety of organisational settings is essential if an individual and their organisation are to succeed.

Assessment brief **CMI 601** has been designed to enable learners to evidence their understanding of how organisational context influences management and leadership practice. They will reflect on theoretical concepts and contemporary thinking which can be used to inform approaches to working practice. Vitally, they will consider the knowledge, skills, values and beliefs which can transform management and leadership practice.

ASSESSMENT TASK AND WORD COUNT

Assessment brief **CMI 601** features the following assessment tasks. Further detail is provided against each assessment task within the brief.

Assessment Task		Learning outcomes covered by assessment method	Assessment criteria	Guideline word count
1	A written report entitled: "The influence of organisational context on management and leadership practice with reference to theoretical concepts and contemporary thinking."	LO1 Understand the influence of an organisation's context on management and leadership practice	1.1 Discuss the influence of organisational context on management and leadership practice with reference to theoretical concepts and contemporary thinking	Approx. 1500 words
2	Learners will complete either option 1 or option 2 <i>Option 1:</i> Write a reflective account on the practices of professional management and leadership <i>Option 2:</i> Develop a profile for a professional manager and leader	LO2 Understand the practice of professional management and leadership	2.1 Critically reflect on values and behaviours which underpin professional management and leadership practice	Approx. 2000 words
			2.2 Discuss the knowledge and skills required for a professional manager and leader to deliver successful outcomes for an organisation	
			2.3 Critically appraise the use of communication to lead others with impact	

Guideline word count

The written word, however generated and recorded, is still expected to form the majority of assessable work produced by Learners at Level 6. The amount and volume of work for this unit should be broadly comparable to a word count of **3000-3500 words** within a margin of +/-10%. The excessive use of word count is not grounds for referral, however the CMI reserves the right to return work to the Centre for editing and resubmission by the Learner.

The following are excluded from inclusion in word count, if used and not required by the assessment brief an introduction to a job role, organisation or department, index or contents pages, headings and subheadings, diagrams, charts and graphs, reference list or bibliography, reflective statement drawn from undertaking the assignment and how this has impacted on the learner's work.

Please see the CMI Assessment Guidance Policy for further guidance.

THE INFLUENCE OF ORGANISATIONAL CONTEXT ON MANAGEMENT AND LEADERSHIP PRACTICE

An application of relevant theoretical concepts and contemporary thinking is vital if managers and leaders are to not only achieve their aims and objectives, but to drive organisational strategy. The selection of management and leadership approaches, which have a positive impact in the workplace requires not only an understanding of the individuals and teams being managed, but an in-depth knowledge and understanding of the organisational context in which the individuals and teams operate within.

The aim of Task 1 is to evidence the learners understanding of how an organisations context influences management and leadership practice.

TASK 1

You are required to write a report entitled:

'The influence of organisational context on management and leadership practice with reference to theoretical concepts and contemporary thinking'

The report must discuss the influence of organisational context on management and leadership practice with reference to:

- a minimum of **THREE (3)** traditional theoretical concepts for management and leadership
- a minimum of **THREE (3)** contemporary thinking of management and leadership (AC1.1)

Guidance for completion of Task 1

- *The report must be based on an organisation you know well or have researched.*
- *The report must include well-chosen examples which illustrate the influence of organisational context on management and leadership practice.*
- *The report should include subheadings. You may choose to include tables and diagrams (as appropriate) to support your report.*
- *Your report must be underpinned with relevant examples or theoretical concepts and contemporary thinking.*
- *Please refer to the indicative content for the assessment criteria (AC) outlined in the unit specification.*

THE PRACTICE OF PROFESSIONAL MANAGEMENT AND LEADERSHIP

Professional management and leadership practice is dependent on a high level of skill and expertise which can be learnt and developed over time. To develop this successfully, professional managers and leaders need to critically reflect on the values and behaviours which underpin their practice. They must also focus on the knowledge and skills required to deliver successful organisational outcomes as well as understanding the strategies to communicate and lead others with impact.

SCENARIO

The organisation you work for has a commitment to professional development and is spearheading the introduction of a leadership development programme. As part of the programme's launch, you have been asked to develop a detailed profile for the professional manager and leader role which will introduce the apprentice to the requirements of the role in an engaging and compelling way.

TASK 2

There are **TWO (2)** options for completing Task 2.

Option 1

You are required to write a **reflective account** entitled:

'The practices of professional management and leadership'

The reflective account must be based on your own professional practice and observed practice in an organisational context. It must be presented in **THREE (3)** sections.

i. The values and behaviours which underpin professional management and leadership practice

You are required to critically reflect on a minimum of **THREE (3)** values and **FIVE (5)** behaviours which underpin professional management and leadership practice. (AC2.1)

ii. The essential knowledge and skills required for a professional manager and leader to deliver successful organisational outcomes

You are required to discuss the essential knowledge and skills required for a professional manager and leader to deliver successful outcomes for an organisation. (AC2.2)

iii. The use of communication to lead others with impact

You are required to critically appraise the use of communication to lead others with impact. (AC2.3)

OR

Option 2:

Basing your response on Scenario A, you are required to create a **profile** entitled:

'The role of a professional manager and leader'

The profile must include well-chosen examples from an organisation you know well or have researched. It must be presented in **THREE (3)** sections.

i. The values and behaviours which underpin professional management and leadership practice

You are required to critically reflect on a minimum of **THREE (3)** values and **FIVE (5)** behaviours which underpin professional management and leadership practice. (AC2.1)

ii. The essential knowledge and skills required for a professional manager and leader to deliver successful organisational outcomes

You are required to discuss the essential knowledge and skills required for a professional manager and leader to deliver successful organisational outcomes. (AC2.2)

iii. The use of communication to lead others with impact

You are required to critically appraise the use of communication to lead others with impact. (AC2.3)

Guidance for completion of Task 2

- *The definition of 'professional managers' as stated in the Chartered Manager Degree Apprenticeship: 'Professional managers who take lead responsibility for people, projects, operations and/or services to deliver long term organisational success. It is applicable to professional managers from all sectors - the private, public or third sector - and all sizes of organisation'.*
- *Please select **ONE (1)** option for completion of Task 2.*
- *Consider how to present the reflective account. This may be presented as an extract from a reflective journal or written as a narrative or report.*
- *Consider how the profile of the professional manager and leader will be presented. You may present the profile in a format of your choice (e.g. an article, narrative, report, editorial or PowerPoint presentation with accompanying presentation notes).*
- *The completed assessment must include subheadings.*
- *In preparation to complete this task, take time to reflect on the knowledge, skills and behaviours that are the hallmark of an effective professional manager and leader. Consider your own management and leadership experience or the experience of being managed and led by others.*
- *Undertake independent research on the knowledge and skills required for managers and leaders operating at this level within different occupational areas or types of organisation.*
- *You are **not required** to include every knowledge, skill, and behaviour and communication technique in the profile of a manager and leader you develop. You should focus on those you feel are essential to the role.*
- *Refer to the indicative content for each assessment criteria (AC) outlined in the unit specification.*

Assignment Brief: Principles and Practices of Ethical Decision Making

Click [here](#) to download the Assignment Brief.

Each task in this assessment brief has been developed to enable you to evidence achievement of the learning outcomes and assessment criteria for **CMI 614: Principles and Practices of Ethical Decision Making**. Each of the assessment criteria must gain a pass outcome for you to successfully achieve the unit.

Preparation for the assessment

- Before you begin the assessment booklet please read the **CMI 614** unit specification thoroughly as only the content related to the achievement of the assessment criteria will be assessed.
- Research the topics being assessed. Suggested reading/web resources are provided on the **CMI 614** unit specification. Your tutor may signpost you to relevant resources. Additionally you may access excellent online resources at ManagementDirect <https://members.md.cmi.org.uk> Please note that if you have a customised site the link will differ, please contact your Centre for clarification.
- If you are enrolled on the Trailblazer Apprenticeship programme you are encouraged to review the Apprenticeship Standard for the Chartered Manager Degree Apprenticeship.

Completing the assessment booklet

- The assessment booklet contains a series of tasks which are clearly referenced to the relevant assessment criteria and indicative content.
- Refer to the Assessment Guidance table at the end of the assessment booklet which outlines the requirements for a Pass or Refer.
- Evidence must be provided in the main body of the assignment booklet. Additional work based evidence such as plans or documentation (which has been referred to within the main text) should be included at the end of the booklet marked 'Work Based Evidence'. Appendices are not a requirement of this assessment brief. If appendices are included these will not be marked or moderated by the CMI.
- Work based evidence must be accompanied by a supporting statement in the learner evidence box, to explain the link to the assessment criteria. Work based evidence (where required by the task) must not exceed SIX (6) pages. Files embedded in the booklet must not exceed 10MB.
- The assessment booklet must be completed in a professional manner (e.g. applying business conventions for writing formal reports) and by using Microsoft Word, Rich Text Format or another compatible software programme.
- The assessment booklet must be saved as a word document (.doc or .docx) and not in a PDF format.
- An appropriate referencing system (such as Harvard Referencing) must be used to ensure the original source(s) of quotations or models can be verified.
- Finally, you must sign the Learner Authenticity statement (an electronic signature is accepted).

Learner support

For information regarding policies and procedures for assessment (e.g. special assessment arrangements, learner support, appeals, complaints, certification, confidentiality, plagiarism) you should contact your tutor or Centre manager and refer to the CMI Level 6 in Professional Management and Leadership Practice syllabus.

INTRODUCING ASSESSMENT BRIEF CMI 614

The ability to make ethical decisions under pressure is a fundamental requirement of a professional leader and manager. Ethical decision making is not easy, especially when decisions are under the spotlight of stakeholder opinion, constrained by organisational, legal and regulatory requirements, where ambiguity exists, where risks are high or where the outcome of decisions will be unpopular.

Assessment brief **CMI 614** has been designed to enable professional managers and leaders to evidence their understanding of how to make ethical decisions in different organisational contexts.

ASSESSMENT TASK AND WORD COUNT

Assessment brief **CMI 614** features the following assessment tasks. Further detail is provided against each assessment task within the brief.

Assessment Task		Learning outcomes covered by assessment method	Assessment criteria	Guideline word count
1	Produce a report or reflective account entitled: <i>'Ethical decision making within organisational contexts'</i>	LO1 Understand ethical decision making within organisational contexts	1.1 Critically assess the influence of organisational context on decision making	Approx. 1500 words
			1.2 Critically appraise personal values and behaviours required to make ethical decisions	
			1.3 Evaluate the challenges of ethical decision making	
2	Write a report or a reflective account entitled: <i>'Ethical decision making'</i>	LO2 Know how to make an ethical decision	2.1 Critically appraise the types and sources of data and information available to inform ethical decision making	Approx. 2000 words
			2.2 Recommend tools and techniques for ethical decision making	
			2.3 Present the justification for the ethical decision made	

Guideline word count

The written word, however generated and recorded, is still expected to form the majority of assessable work produced by Learners at Level 6. The amount and volume of work for this unit should be broadly comparable to a word count of **3000-3500 words** within a margin of +/-10%. The excessive use of word count is not grounds for referral, however the CMI reserves the right to return work to the Centre for editing and resubmission by the Learner.

The following are excluded from inclusion in word count, if used and not required by the assessment brief an introduction to a job role, organisation or department, index or contents pages, headings and subheadings, diagrams, charts and graphs, reference list or bibliography, reflective statement drawn from undertaking the assignment and how this has impacted on the learner's work.

Please see the CMI Assessment Guidance Policy for further guidance.

ETHICAL DECISION MAKING WITHIN ORGANISATIONAL CONTEXTS

Task 1 has been designed to enable the professional manager and leader to critically assess the organisational context in which decisions are made. They will have the opportunity to critique the personal values and behaviours required to make ethical decisions and evaluate challenges which impact on decisions made.

TASK 1

There are **TWO (2)** options for completing Task 1.

You are required to produce a **report** or **reflective account** entitled:

‘Ethical decision making within organisational contexts’

The report or reflective account must include well-chosen examples from an organisation you know well or have researched. The report or reflective account must be presented in **THREE (3)** sections:

1a. The organisational context in which decisions are made (AC1.1)

To complete this section, you are required to critically assess the influence of organisational context on decision making.

1b. Personal values and behaviours required to make ethical decisions (AC1.2)

To complete this section, you are required to critically appraise a minimum of **FOUR (4)** personal values and behaviours required to make ethical decisions.

1c. Challenges of ethical decision making (AC1.3)

To complete this section, you are required to evaluate a minimum of **THREE (3)** challenges of ethical decision making.

Guidance for completion of Task 1

- *The report or reflective account should include subheadings. You may choose to include tables and diagrams (as appropriate) to support your discussion.*
- *Your report or reflective account should be underpinned with relevant theoretical principles.*
- *You must include well-chosen examples from an organisation you know well or have researched.*
- *Please refer to the indicative content for each assessment criteria (AC) outlined in the unit specification.*

MAKING AN ETHICAL DECISION

The ability to make an ethical decision relies on an in-depth understanding of the issues and contexts which impact on decision making. This is undoubtedly one of the most complex tasks required by a professional manager and leader.

Task 2 has been designed to enable the professional manager and leader to make an ethical decision. To do this they will critically appraise the types and sources of data and information, tools and techniques to inform the ethical decision they will make. They will present a justification for the ethical decision made.

SCENARIO

The following scenarios are examples of ethical decisions faced by professional managers and leaders in different organisational contexts. This list is not exhaustive and it is appropriate to choose an alternative scenario for the purpose of completing Task 2.

- Selecting an internal applicant for a promotion. Applicant A is a long-term work colleague. Applicant B is new to the department and has a protected characteristic (Equality Act 2010).
- Introducing more flexible employment conditions (e.g. 9-day fortnight, annualised hours, 4-day week, 7-day week).
- Considering whether to out-source or off-shore existing services and functions.
- Prohibiting personal business in company time.
- Closing part of the business to ensure the overall security and viability of the whole business.
- Procuring resources (e.g. consideration of cost versus corporate social responsibility and sustainability, levels of profitability).
- Entering business/sales agreements with organisations in countries which have a poor record in human rights.

TASK 2

Basing your response on one of the scenarios given above or an ethical decision in an organisation you know well or have researched you are required to write a report or a reflective account entitled:

'Ethical decision making'

The report or reflective account must evidence how an ethical decision has been made. It must be presented in **THREE (3)** sections:

2a. Types and sources of data and information available to inform ethical decision making

To complete this section, you are required to critically appraise the types and sources of data and information available to inform ethical decision making. (AC2.1)

2b. Tools and techniques for ethical decision making

To complete this section, you are required to recommend tools and techniques for ethical decision making. (AC2.2)

2c. The justification for the ethical decision made

To complete this section, you are required to present the justification for the ethical decision made. (AC2.3)

Guidance for completion of Task 2

- In preparation to complete this task, take time to reflect on ethical decision making within different organisational contexts.
- Select the basis of the ethical decision you will make (e.g. use of a scenario given above or ethical decision making in an organisation you know well or have researched).
- You must outline the ethical decision which forms the basis of Task 2.
- The report or reflective account must include subheadings. You may choose to include tables and diagrams (as appropriate) to support your discussion.
- You must include reference to models of decision making and tools and techniques which support decisions made.

- Refer to the indicative content for each assessment criteria (AC) outlined in the unit specification.

ASSESSMENT GUIDANCE

Refer	Pass
<ul style="list-style-type: none"> • The submission is incomplete • Tasks are incomplete • Not all assessment criteria have been met • No examples are used or the examples given do not match the requirements of the assessment criteria • Evidence is <ul style="list-style-type: none"> • Unclear • Technically incorrect or inaccurate • Biased • Unprofessional language • Poorly structured and presented • Ideas are underdeveloped • Lacks sufficient detail to show understanding of the topic • The application of concepts, models and theories to the management and leadership role or workplace is unclear • Evidence is not directly attributable to the learner • External sources of information are not acknowledged • Work based evidence or artefacts (e.g. planning documents or presentation slides) do not meet the requirements of the assessment criteria and is not current (within 5 years) 	<ul style="list-style-type: none"> • All tasks have been completed • All assessment criteria have been met • Examples given are well chosen and match the requirements of the assessment criteria • Evidence is <ul style="list-style-type: none"> • Well written and presented • Contains a breadth of examples • Accurate • Current (e.g. use of up to date legislation) • Authentic • Inclusive • Coherent • Credible • Technically correct • Evidence shows an understanding of different perspectives • Concepts, models and approaches and have been applied correctly in context of the management and leadership role or workplace • Evidence used from external sources has been correctly referenced • Evidence is directly attributable to the learner • Work based evidence or artefacts (e.g. planning documents or presentation slides) match the requirements of the assessment criteria and is current (within 5 years)

STATEMENT OF AUTHENTICITY

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This statement must be completed and electronically attached to the completed assessment submitted to CMI. Any pieces of work that do not have this signed statement/declaration are inadmissible and will be returned to the Centre.

Section 1 -

Qualification Title	
Unit Number and Title	
Centre Name	
Learner Name	
Learner CMI Number	

I _____ confirm that the work submitted is my own and that I am the sole author of this completed assessment and Sections 1 & 2 of this form have been checked and completed before submission. I have referenced/acknowledged any sources of information and Artificial Intelligence (AI) tools used in the submission; in line with the Qualification Handbook, [CMI's Assessment Guidance Policy](#) and [CMI's Plagiarism, Collusion and Artificial Intelligence \(AI\) Statement](#).

I consent to this assessment, or any extract from it, to be anonymised following which it may be used for assessment standardisation and, where appropriate, for the dissemination of good practice. The assessment will be kept in accordance with GDPR, if you have any concerns regarding this, please refer to our Data Privacy Policy	Tick here to opt-out	
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Section 2 -

Requirement prior to submission	Learner Signature / Initial to confirm
The Assessment Criteria (AC) have been used as headings or I have indicated or sign-posted within my work where each AC has been met.	
Word count is shown on the front sheet and is within the CMI guidelines for the unit.	
All answers relating to the Assessment Criteria (AC) are contained within the body of the text.	
Learner name and CMI membership number are identified on each page within the assessment (header or footer) and each page is numbered.	
All work that is <u>not</u> my own is clearly indicated and referenced using a formal referencing system.	
The work has been reviewed for spelling and grammar.	
Where work has been translated, the accuracy of the translation has been checked.	
I understand that CMI may use plagiarism software in the detection of plagiarism, collusion and AI misuse for this submission.	

I understand that a false declaration is a form of malpractice.

Learner Signature*	
Date (DD/MM/YYYY)	

*Please note electronic signatures are accepted

Ofqual unit number K/617/4450

RQF level 6

Guided learning hours 20

Total unit time 60

Credits 6

Aims of unit An outstanding professional manager and leader is typified by someone who has the ability to select and apply knowledge, skills, values and behaviours effectively in their working role. Whilst many of these attributes can be developed through experiential learning, these can be sharpened and amplified through an in-depth exploration of the topic. The aim of this unit is to enable the professional manager and leader to consider the influence of an organisation's context on how individuals are managed and led. They will reflect on the values, behaviours, knowledge and skills required, not only to deliver successful organisational outcomes, but to lead individuals with confidence.

Keywords Management, leadership, influence, organisational context, reflection, personal values, drivers, skills, communication, collaboration, impact.

Learning Outcome 1	
Understand the influence of organisational context on management and leadership practice	
Assessment Criteria	
1.1	Discuss the influence of organisational context on management and leadership practice with reference to theoretical concepts and contemporary thinking
Indicative Content	
<p>1.1 Organisational context: Purpose, governance (e.g. public, private, third sector). Legal status of the organisation. Organisational structure. Organisational culture. Type (operational, local, international, global, project/programme based, departmental and strategic business unit). Levels of organisational maturity (Carnegie Mellon Maturity Index 'CMMI', 1990). External environment. Stakeholder expectations. Theoretical concepts: Values-driven Leadership (Gentile, 2014). Leading with integrity (Blanchard, 2011). Responsible Leadership (Maak & Pless, 2006). Leadership as a Phenomenon (Lawler, 2005). Resonant Leadership (McKee, Boyatzis, & Goleman 2003). Five Practices of Exemplary Leadership (Kouzes & Posner, 1987). Situational Leadership (Hersey & Blanchard, 1969). Traditional Management Competencies (McBer & Boyatzis, 1996). Theory of Hierarchies (Maslow, 1943; 1987). Corporate Culture (Jacques, 1951). Ethical Leadership (Mendonca & Kanungo, 2007). Leadership Styles (Goleman, 1995). Charismatic Leadership (House, 1997). Contemporary thinking: Entrepreneurial Leadership (Roebuck, 2014). Authentic Leadership (Goffee & Jones, 2011). The Servant Leader (Greenleaf, 1977). Distributed leadership (Gronn, 2000). Cross Cultural Leadership (Hofstede, 1991). Followership (Kelley, 1988). Transformational Leadership (Bass & Riggio, 2006).</p>	
Learning Outcome 2	

Understand the practice of professional management and leadership	
Assessment Criteria	
2.1	Critically reflect on values and behaviours which underpin professional management and leadership practice
Indicative Content	
<p>Values and behaviours: Interplay between organisational values and behaviours (e.g. formally published standards) and personal values and behaviours. Values: Integrity. Honesty. Objectivity. Impartiality. Inclusivity/openness. Authenticity. Ethical. Behaviours: change and improve, making effective decisions, leading and communicating, collaborating and partnering, building capability for all, managing a quality service, delivering at pace. Motivation. Taking responsibility. Building trust with others. Seeks the views of others. Values diversity internally and externally. Resilience. Determination. Seeks new opportunities. Agile (flexible to the needs of the organisation). Creative. Innovative. Enterprising. Solution focussed. Responsive to business needs. Positive. Adaptable. Responsive to feedback and need to change. Open to new ways of working. Professional (e.g. sets an example, ethical, fair, consistent and impartial). Operates within organisational values and adheres to codes of conduct and ethics</p>	
Assessment Criteria	
2.2	Discuss the knowledge and skills required for a professional manager and leader to deliver successful outcomes for an organisation
Indicative Content	
<p>Knowledge requirements (tailored to the needs of the professional manager and leader): Ethics and responsibility. Governance and regulatory requirements. Knowledge management. Change management. Project and programme management. Corporate Social Responsibility. Financial management. Leadership. Strategy. Human resources (developing people and capabilities). Marketing. Quality Management. Supply chain management. Uses knowledge to make complex decisions (within limits of authority and in relation to the needs of business). Maintains currency of knowledge.</p> <p>Skills requirements: Support the creation of an inclusive, high performance work culture. Delegates to others. Provides clear guidance, purpose and monitors progress. Able to manage stress and personal well-being. Able to manage time, set priorities, achieve results. Manages and chairs meetings. Promotes and enables learning. Experiential Learning Cycle (Kolb, 1984). Single and Double Loop Learning (Argyris, 1991).</p> <p>Develops collaborative relationships. Approaches to stakeholder and supplier management. Contributes within a team environment. Builds rapport and trust. Develops networks and maintain relationships with people from a range of cultures, backgrounds and levels. Effectively influences and negotiates.</p>	
Assessment Criteria	
2.3	Critically appraise the use of communication to lead others with impact
Indicative Content	
<p>Communication:</p> <ul style="list-style-type: none"> • Values and behaviours for communicating: Uses active listening and open questioning to structure conversations and discussions. Able to manage challenging conversations. Gives effective/constructive feedback. Interpersonal skills, awareness of others. Effective listening skills, influencing techniques, negotiating and persuasion. Uses storytelling to articulate, translate and reinforce mission, vision, strategic aims and objectives. Builds rapport and trust, develop networks and maintain relationships with people from a range of cultures, backgrounds and levels. Communicates clearly, effectively and regularly. 	

- Communications channels: Use and application of different forms of communication (oral, non-verbal - written and digital channels and platforms for communication such as workshops, team meetings, away-days, conferences, formal presentations, formal and informal reporting, 360 feedback).
- Theory and strategy: Communication within a broader change strategy (Kotter, 1995). Auditing the communication strategy (Hargie & Tourish, 2000). Organisational 'silence' 'why organisations don't communicate' (Morrison & Milliken, 2000). Different organisational communication strategies (Clampitt et al., 2000). Organisational gossip (Michelson & Mouly, 2000).

Ofqual unit number	J/617/4472
RQF level	6
Guided learning hours	18
Total unit time	60
Credits	6
Aims of unit	<p>The ability to make ethical decisions under pressure is a fundamental requirement of a professional manager and leader. Ethical decision making is not easy, especially when decisions are under the spotlight of stakeholder opinion, constrained by organisational, legal and regulatory requirements, where ambiguity exists, where risks are high or where the outcome of decisions will be unpopular.</p> <p>All decisions involve some form of value-based judgement and could involve ethical considerations. Whilst mechanistic decision making is the ability to select an action from different alternatives, ethical decision making focuses on value-based judgements and a wider range of issues that are typically more complicated in nature.</p> <p>The aim of this unit is to equip professional managers and leaders with the understanding of how to make ethical decisions in different organisational contexts.</p>
Keywords	Decisions, ethics, skills, values, behaviours, tools, techniques, models, integrity, fairness, consistency, impartiality, objective, moral courage, understanding.

Learning Outcome 1	
Understand ethical decision making within organisational contexts	
Assessment Criteria	
1.1	Critically assess the influence of organisational context on decision making
Indicative Content	
<p>Organisational context: Purpose, governance (e.g. public, private, third sector). Legal status of the organisation. Organisational structure. Type (operational, local, international, global, project/programme based, departmental and strategic business unit). Levels of organisational maturity (e.g. Carnegie Mellon Maturity Index 'CMMI', 1990). Internal and external organisational drivers. Role and influence of customers, suppliers, partners, competitors and buyers. Approach to organisational strategies such as: Deliberate and Emergent Strategies (Mintzberg, 1985), Resource Based View of the Firm (Penrose et al., 1959; Spender et al., 2009), Scenario Planning (Ringland J, 1998). Data and information access (e.g. public or private domains) and/or classifications (e.g. restricted or unrestricted).</p>	
Assessment Criteria	

1.2	Critically appraise personal values and behaviours required to make ethical decisions
Indicative Content	
<p>Personal values and behaviours: Emotional intelligence. Cognitive skills. Clear thinking. Mental agility. Data recall. Information management. Reflective practice. Dealing with uncertainty and ambiguity. Risk appetite. Ability to make and manage difficult or unpopular decisions. Accommodating. Collaborating. Avoiding. Competing. Compromising. Conflict Handling (Thomas and Kilmann, 1974; Borisoff and Victor, 1989). Dealing with Complexity (Kaufman et al., 2000).</p> <p>Ethical Decisions: Moral, right, true. Integrity, fairness, consistency, impartiality, objective, moral courage, understanding, empathy, ethics, resilience, dealing with diversity, recognises corporate social responsibility (CSR). Risks, rewards, fracture lines/market break points (Morgan G, 1985). Insightful/understands the impact of decisions made. Ability to determine/apply conflict management, negotiation and conflict resolution, communicate decisions to others (i.e. design and use of communication channels). Dealing with communications noise, feedback (Shannon and Weaver, 1947). Social amplification and attenuation mechanisms (Ashby R, c1950).</p>	
Assessment Criteria	
1.3	Evaluate the challenges of ethical decision making
Indicative Content	
<p>Challenges: Decision making under pressure. Internal and external constraints (e.g. Resources, politics and stakeholders, legal and regulatory frameworks, availability of relevant data and information, finance and budgets, reputation, risk). Understanding different perspectives and courses of action (Linstone and Mitroff, 2000). An understanding of the strategic context/ bigger picture, recognising fracture lines and market breakpoints and taking a holistic 'helicopter view' (Morgan G, 1985). Multi-dimensional issues such as but are not limited to the influence and power of stakeholders, different perspectives, Cognitive Limits and Bias (Kahneman, 2016), Bounded Rationality (Simon, 1982), the challenge of impartiality (e.g. The observer and the observed phenomena (Mahoney, 1998). Situations when data or information may be incomplete, corrupted or lacks currency.</p>	
Learning Outcome 2	
Know how to make an ethical decision	
Assessment Criteria	
2.1	Critically appraise the types and sources of data and information available to inform ethical decision making
Indicative Content	
<p>Types of data and information: Qualitative, quantitative, structured, unstructured, spatial and non-spatial, meta data. Classes, groups, segments and domains.</p> <p>Sources of data and information: Internal and external sources of data and information. Current and/or future sources of primary or secondary data and information (e.g. quantitative and qualitative methods).</p>	
Assessment Criteria	
2.2	Recommend tools and techniques for ethical decision making
Indicative Content	
Tools and techniques (Strategic):	

- Management Information Systems. The estimate process 'The 7 Questions' (Ministry of Defence). Game theory (The prisoners' dilemma: The Rand Corporation). Cross impact analysis/ models (Gordon and Helmer, 1966). The Pugh Matrix (1980). Attribute trade off models Availability, Reliability, Maintainability (ARM Analysis) and Maintainability, Reliability, Dependability (MRD/ARM Analysis).

Tools and techniques (Operational):

- Decision trees. Sensitivity and what if analysis. National Decision Model (College of Policing, 2013). OODA loops (Boyd J, 1985). Decision action cycles. Ishikawa diagrams (before and after, Ishikawa, 1960). Monte Carlo Simulation (Stanislaw U, c.1940). 5 Whys (Taiichi Ohno, 1960s). Blue Sky Thinking. Weighted pros and cons. 6 Hat Thinking (De Bono, 1970). Root Cause Analysis. Critical Examination (BS 3138: 34004). Multi Voting/ Delphi Technique (Rand Corporation, Helmer et al., c1960). Pareto analysis.
- Models of decision making: The rational model and the model of bounded rationality (Simon, 1982). The Incrementalist view (Lindblom, 1959). The organisational procedures view (March, 1988). The political view. The Garbage Can Model (Cohen et al., 1972). The individual differences perspective (Keen and Morton, 1978). Naturalistic decision making (Klein, 1998). The multiple perspectives approach (Mitroff and Linstone, 1993).

Assessment Criteria

2.3	Present the justification for the ethical decision made
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Indicative Content

Justification: Rationale for selecting approach. Criteria for selecting data and information for decision making (e.g. relevance, currency, adequacy, reliability, timeliness, cost-effective, maintainability and robustness required to support different decision action cycles required by the organisation). Alternative approaches considered. Response to challenges faced (e.g. dilemma's, constraints, risk, impact likely or intended impact of decision made). Reflection in respects to lessons identified/learned.

Presentation of justification: Traditional/classical methods (i.e. narrative, thematic analysis, pie charts, histograms, trends and averages, regression analysis – single/multiple).

Emerging methods. Use of informatics and information science to present data and information. Presenting spatial data and information, tele-visual, animated (data and information is presented in terms of patterns). Other forms include structured, unstructured and self-organising maps (SOMs).