



HIGHER  
EDUCATION  
PARTNER  
ORGANIZATION



GOLD COAST  
LEADERSHIP  
ACADEMY  
Learn • Leverage • Lead



# A STRATEGIC INITIATIVE OF THE UNIVERSITY OF GOLD COAST LEADERSHIP ACADEMY

in Collaboration with the  
Chartered Management Institute Leadership  
Academy, United Kingdom

Develop your supervisors into confident managers,  
your managers into Chartered leaders, and your  
executives into Chartered Fellows.



## What is HEPO?

The Higher Education Partner Organization is a strategic institutional partnership through which the University of Gold Coast Leadership Academy, in collaboration with the Chartered Management Institute Leadership Academy, United Kingdom, works with organisations to develop leadership and management capacity across all levels of responsibility.

At its initial stage, HEPO is built around a powerful three-level leadership development pathway developed and awarded by the Chartered Management Institute, United Kingdom, with academic delivery, teaching support, mentoring, and contextual application provided by the global faculty of the University of Gold Coast.

HEPO gives approved member organisations priority access, preferential discounts, programme advisory support, and structured leadership development opportunities for eligible staff. This is not just staff training.

## WHY HEPO?

### Every Organisation Needs Leaders at Every Level

Every organisation depends on the quality of its people. Strategies are written at the top, but they are executed by supervisors, managers, team leaders, departmental heads, operational leaders, and senior executives.

Strong organisations need:

**Supervisors** who can communicate clearly, manage teams, monitor performance, and solve everyday workplace challenges.

**Middle managers** who can translate strategy into disciplined performance, manage resources, lead people, and deliver measurable results.

**Senior executives** who can govern wisely, lead transformation, shape culture, manage risk, and create long-term institutional value.

Many employees are promoted into leadership roles because they are technically competent, loyal, or experienced. Yet many have not received the structured leadership and management development required to lead people, manage performance, handle change, and deliver evidence-based results.

HEPO responds to this gap.

It gives organisations a practical pathway to develop leaders from the frontline to the executive level.

## THE HEPO PROMISE

### From Staff Potential to Recognised Leadership Capability

HEPO helps organisations turn staff potential into recognised leadership capability.

Through this partnership, your organisation can:

- Develop supervisors into confident managers.
- Prepare middle managers for operational leadership.
- Strengthen senior executives for strategic responsibility.
- Support succession planning.
- Improve staff motivation and retention.
- Connect staff development to professional recognition pathways.
- Build a leadership pipeline for long-term growth.

The central promise is simple:

**Develop your supervisors into confident managers,  
your managers into Chartered leaders, and your  
executives into Chartered Fellows.**

### A STRATEGIC COLLABORATION FOR LEADERSHIP EXCELLENCE

#### + University of Gold Coast Leadership Academy

The University of Gold Coast is a chartered private university in Ghana committed to building leaders for the nations. Through its Leadership Academy and global faculty network, the University provides practical, relevant, and professionally oriented leadership development for executives, managers, supervisors, entrepreneurs, professionals, public servants, church leaders, and emerging leaders.

The University of Gold Coast Leadership Academy provides academic direction, contextualised teaching, learner support, mentoring, project coaching, and workplace application support.

#### + Chartered Management Institute Leadership Academy, United Kingdom

The Chartered Management Institute, based in the United Kingdom, is a respected professional body for management and leadership. Through the CMI Leadership Academy framework, learners are exposed to recognised leadership and management standards that support professional growth, workplace competence, and career advancement.

CMI provides the professional framework and awards relevant certificates or professional status subject to approved programme, eligibility, completion, and verification requirements.

| Level   | Programme                                     | Target Participants                                                                                           | Professional Recognition Pathway                          |
|---------|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| Level 1 | First-Line Management Programme               | Supervisors, team leaders, junior managers, newly appointed managers, and emerging leaders                    | Foundation Chartered Manager pathway                      |
| Level 2 | Operational Leadership & Management Programme | Middle managers, departmental heads, branch managers, operational leaders, and functional managers            | Chartered Manager or Foundation Chartered Manager pathway |
| Level 3 | Senior Executive Leadership Programme         | CEOs, directors, senior managers, institutional leaders, board/council leaders, and strategic decision-makers | Chartered Fellow or Chartered Member pathway              |

Professional recognition is subject to relevant CMI eligibility, assessment, membership, completion, and verification requirements.

## LEVEL ONE

### First-Line Management Programme

For supervisors, team leaders, newly appointed managers, and emerging leaders

The First-Line Management Programme is designed for staff who are moving from individual contribution into people and performance management.

It helps new and aspiring managers develop the confidence, discipline, and practical tools needed to lead teams, communicate expectations, manage performance, respond to workplace conflict, and deliver visible improvement.

The programme is delivered fully online through live sessions, guided activities, coaching, and workplace application. It has a recommended duration of 8 weeks and includes masterclasses, skills labs, a Management Impact Project, CPD reflection, and professional discussion. The professional outcome is linked to Foundation Chartered Manager recognition, subject to completion and verification.

#### **Best suited for**

- Supervisors.
- Team leaders.
- Junior managers.
- Newly appointed managers.
- Aspiring managers.
- Administrative officers.
- Project coordinators.
- High-potential staff preparing for leadership.

#### **Organisational value**

This programme helps organisations build a credible first-line management pipeline, reduce poor supervision, strengthen performance routines, improve communication, and turn training into visible workplace improvement.

## **LEVEL TWO**

### **Operational Leadership & Management Programme**

For middle managers, departmental heads, branch managers, and operational leaders

The Operational Leadership & Management Programme is designed for managers who must convert plans into disciplined performance.

It is suitable for staff who manage people, resources, departments, projects, stakeholders, service delivery, or operational results. Participants develop capability in leadership, stakeholder engagement, coaching, talent development, change management, operational planning, financial awareness, data use, continuous improvement, and evidence-based decision-making.

The programme is delivered fully online with live sessions, impact labs, coaching clinics, and workplace application. It has a recommended duration of 10 weeks. Its professional outcome is linked to the Chartered Manager or Foundation Chartered Manager route, subject to experience, eligibility, completion, and verification.

#### **Best suited for**

- Middle managers.
- Operations managers.
- Departmental heads.
- Unit heads.
- Branch managers.
- Project managers.
- HR managers.
- Finance managers.
- Functional leaders.
- Senior supervisors.
- Entrepreneurs managing teams or service systems.

#### **Organisational value**

This programme helps organisations build a stronger middle-management bench, improve operational planning, strengthen accountability, develop data-informed managers, and connect leadership development to measurable service, quality, cost, or productivity improvement.

## LEVEL THREE

### Senior Executive Leadership Programme

For executives, directors, institutional leaders, and strategic decision-makers

The Senior Executive Leadership Programme is designed for leaders whose decisions shape institutions, markets, communities, and public trust.

It is an executive-level programme for leaders responsible for strategy, governance, culture, transformation, risk, market positioning, innovation, and measurable organisational value.

Participants engage in online executive masterclasses, strategic leadership labs, peer advisory circles, project coaching, and a Strategic Impact Project or board-ready business case. The programme has a recommended duration of 10 weeks plus readiness review and post-programme action follow-up. The professional outcome is linked to the Chartered Fellow or Chartered Member route, subject to evidence, eligibility, completion, and verification.

#### Best suited for

- Chief executives.
- Managing directors.
- Executive directors.
- Senior managers.
- Heads of institutions.
- Board and council members.
- Trustees.
- Senior public servants.
- Strategic business leaders.
- Experienced managers preparing for Chartered Fellow or Chartered Member recognition.

#### Organisational value

This programme helps organisations strengthen strategic leadership capacity, improve governance, prepare leaders for evidence-based decision-making, develop board-ready business cases, and build a more accountable, ethical, and high-performance leadership culture.

## PROFESSIONAL RECOGNITION PATHWAY

### Leadership Development with Professional Recognition

One of the strongest attractions of HEPO is that it connects leadership development to professional recognition pathways through CMI.

Eligible participants may be supported toward:

#### Foundation Chartered Manager

For supervisors, team leaders, newly appointed managers, and emerging leaders beginning their management journey.

#### Chartered Manager

For experienced managers and operational leaders who can demonstrate management responsibility, workplace impact, and professional competence.

#### Chartered Member

For experienced leaders with meaningful management experience and evidence of leadership contribution.

#### Chartered Fellow

For senior executives and strategic leaders who can demonstrate significant leadership experience, strategic responsibility, organisational influence, and measurable impact.

Professional recognition is not automatic and is not based on attendance alone. It is subject to the relevant CMI eligibility, assessment, membership, completion, and verification requirements. The uploaded programme brochures consistently emphasise evidence, completion, and verification as conditions for recognition.

## KEY BENEFITS OF HEPO TO YOUR ORGANISATION

### Why Become a HEPO Member Organization?

As a HEPO member organisation, your institution and staff gain access to a leadership development partnership with practical, professional, and strategic value.

#### Priority Access

HEPO member organisations receive priority access to approved University of Gold Coast Leadership Academy programmes delivered in collaboration with the Chartered Management Institute Leadership Academy, United Kingdom.

#### Preferential Discounts

Eligible staff of HEPO member organisations benefit from preferential discounts on approved leadership and management development programmes.

#### Complete Leadership Pipeline

HEPO helps organisations develop leaders at three critical levels: supervisors, middle managers, and senior executives.

#### Professional Recognition Pathways

Eligible staff may be supported toward Foundation Chartered Manager, Chartered Manager, Chartered Member, or Chartered Fellow recognition, subject to applicable CMI requirements.

#### Succession Planning Support

HEPO helps organisations prepare future supervisors, managers, directors, and executives before leadership gaps emerge.

#### Improved Staff Motivation and Retention

When staff see that their organisation is committed to their growth, they are more likely to feel valued, motivated, and loyal.

#### Workplace-Based Impact

Participants are encouraged to apply their learning to real workplace challenges through Management Impact Projects or Strategic Impact Projects.

#### Dedicated Advisory Support

The University of Gold Coast Leadership Academy provides programme advisory support to help staff select the appropriate programme level.

#### Recognition as a HEPO Member Organization

Approved organisations may receive a Certificate of Recognition as a Member Organization of HEPO, demonstrating their commitment to leadership development, staff growth, and institutional excellence.

## BENEFITS TO EMPLOYEES

### What Staff Gain Through HEPO

Employees of HEPO member organisations may benefit from:

- Priority enrolment support.
- Preferential programme discounts.
- Practical leadership and management development.
- Flexible online learning suitable for working professionals.
- Exposure to international leadership and management standards.
- Academic support from the global faculty of the University of Gold Coast.
- Workplace-based projects that build real evidence of leadership growth.
- Improved confidence in managing people, performance, change, and strategy.
- Better preparation for promotion and higher responsibility.
- Possible progression toward professional recognition, subject to CMI requirements.

## LEARNING THAT PRODUCES WORKPLACE IMPACT

Not Just Training. Evidence of Improvement.

HEPO is designed to connect learning to workplace value.

Participants are encouraged to work on real organisational challenges such as:

- Improving customer service.
- Strengthening team supervision.
- Reducing operational delays.
- Improving internal communication.
- Developing performance monitoring systems.
- Reducing waste and inefficiency.
- Strengthening compliance and reporting.
- Improving staff accountability.
- Building succession plans.
- Designing strategic transformation projects.

The First-Line programme uses a Management Impact Project scaled for first-line managers; the Operational programme uses business cases, impact projects, ROI stories, and evidence portfolios; and the Senior Executive programme uses Strategic Impact Projects, board-ready business cases, portfolios, CPD reflection, and final presentations.



## DESIGNED FOR WORKING PROFESSIONALS

HEPO programmes are designed for busy professionals and organisational leaders who need development without leaving their workplace responsibilities behind.

Delivery may include:

Online live masterclasses.

Executive-style sessions.

Skills labs.

Impact labs.

Coaching clinics.

Peer advisory circles.

Guided workplace application.

Evidence portfolio support.

Final project presentation or professional discussion.

This approach allows participants to learn, apply, reflect, and produce evidence of leadership development in their own work environment.

## WHO SHOULD BECOME A HEPO MEMBER ORGANIZATION?

HEPO is suitable for organisations that want to develop people, strengthen performance, and build future leadership capacity.

HEPO is ideal for:

- Government ministries, departments, and agencies.
- Metropolitan, municipal, and district assemblies.
- State-owned enterprises.

- Banks and financial institutions.
- Insurance companies.
- Hospitals and healthcare institutions.
- Schools, colleges, and universities.
- Churches and faith-based organisations.
- NGOs and development organisations.
- Professional associations.
- Security agencies.
- Manufacturing companies.
- Mining, oil, gas, and construction firms.
- Telecommunications and technology companies.
- Media organisations.
- Hospitality and tourism organisations.
- Logistics and transport companies.
- SMEs and family-owned businesses preparing for growth.

## NO OBLIGATION TO PARTICIPATE IMMEDIATELY

### HEPO Membership Is Simple and Flexible

Signing up as a HEPO member organisation does not create any financial, legal, enrolment, sponsorship, or participation obligation.

Your organisation is not required to make payment by signing up.

Your organisation is not required to sponsor staff immediately.

Your organisation is not required to enrol a minimum number of participants.

Your organisation is not required to participate in any programme until ready.

HEPO membership simply recognises your organisation as part of the University of Gold Coast Leadership Academy's leadership development partnership network and gives your staff access to HEPO benefits whenever you choose to participate.

## HOW TO BECOME A HEPO MEMBER ORGANIZATION

### Join the Partnership for Leadership Development

#### **Step 1:** Complete the HEPO Application Form

Provide your organisation's details, contact person, and areas of leadership development interest.

#### **Step 2:** Submit the Form to the HEPO Desk

The University of Gold Coast Leadership Academy will review your submission and contact your nominated representative.

#### **Step 3:** Receive HEPO Membership Recognition

Approved organisations may receive a Certificate of Recognition as a Member Organization of HEPO.

#### **Step 4:** Access HEPO Benefits When Ready

Your organisation or eligible staff may access HEPO benefits whenever you choose to participate.



## Become a HEPO Member Organization

Your organisation's future depends on the quality of the people who lead it.

HEPO gives your organisation a practical, prestigious, and no-obligation opportunity to join a leadership development platform designed to strengthen supervisors, managers, and executives.

### HEPO – Partnership for Leadership Development

Develop your supervisors into confident managers, your managers into Chartered leaders, and your executives into Chartered Fellows.

University of Gold Coast Leadership Academy

In collaboration with the Chartered Management Institute Leadership Academy, United Kingdom

Complete the HEPO Application Form today and become a recognised member organisation of HEPO – Partnership for Leadership Development.

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