



## **ABESA Professional Certification**

As a ***Certified Team Leader*** (CTL)<sup>®</sup>, ***Certified Supervisor*** (CS)<sup>®</sup>, ***Certified First Line Manager*** (CFLM)<sup>®</sup>, or, ***Certified General Manager*** (CGM)<sup>®</sup> you are expected to map and implement a personalised Continuous Professional Development Plan (CPDP)<sup>®</sup> annually.

This personalised plan is completed with the support of your employer and experts in the community of management from ABESA. It will be expected of you to keep a record of all learning activities, your judgments on them and the practical inputs of the lessons learned. Evidence of how learning has been applied in real situations is critical. Learning activities can include attendance of learning programmes, workshops, conferences, enrolment in formal qualifications or undertaking of research. It is important to ensure that these activities are recognised by ABESA in fulfilling requirements of your CPDP<sup>®</sup>.

ABESA requires Fellow Members, to regularly monitor and review Continuous Professional Development Plans (CPDP<sup>®</sup>s). This provides applicants with the necessary guidance towards successfully maintaining certification. Retention of your certification is based on producing comprehensive and precise files of CPDP<sup>®</sup>s. Assessed and moderated CPDP<sup>®</sup>s will also be requested as part of the process of upgrading from CTL<sup>®</sup> to CS<sup>®</sup>, CS<sup>®</sup> to CFLM<sup>®</sup>, CFLM<sup>®</sup> to CGM<sup>®</sup>.

It is expected that a CTL<sup>®</sup>, CS<sup>®</sup>, CFLM<sup>®</sup> and CGM<sup>®</sup> maintain proof of **36** professional development hours annually. Only recognised subscriptions, academic or public awards, ABEUK awards or ABESA short courses, and research projects will be considered towards credit hours. In addition hereto, to retain the CTL<sup>®</sup>, CS<sup>®</sup>, CFLM<sup>®</sup> and CGM<sup>®</sup> designations, members must perform **800** hours of management practise annually. A CTL<sup>®</sup>, CS<sup>®</sup>, CFLM<sup>®</sup> or CGM<sup>®</sup> practicing certificate is issued annually upon fulfilment of the above requirements.

CTL<sup>®</sup> and CS<sup>®</sup> certification can be considered from Student Member status. This means that you have to apply and be accepted for Student Membership before

proceeding to certification. Associate Members will be considered for CFLM® certification. Only full Members can apply for CGM® certification.



Certified Team Leader (CTL®), Certified Supervisor (CS®) Certified First Line Manager (CFLM®) and Certified General Manager (CGM®) are the marks of competency for the profession of junior and middle management and are recognised internationally through ABEUK.

The CTL®, CS®, CFLM® and CGM® designations are aligned to global best practises and point to managers that meet certain requirements of character, education, expertise and experience.

### **Certification Process**

The certification process is based on the submission, and successful assessment and moderation of a Portfolio of Managerial Experience (POME)®. This consists of the following requirements.

1. Support of your application by other certified managers or recognised (SDL paying) employers through testimonials.
2. Records of employment history are required as follows: for CTL® and CS® minimum 1 year experience; for CFLM® 1 year appropriate experience; and for CGM® experience must include a minimum 2 years in middle management. See “Table of Membership and Certification Criteria”.
3. Sufficient management exposure which points to competence in the various disciplines of management.
4. In the case of a CTL® or CS® application a statement of what you expect to gain from this designation. In the case of a CFLM® application a written self assessment of your experience. In the case of a CGM® application a written statement as to the envisioned contribution to the community of experts.
5. Copies of assessed and moderated CPDP®s if applicant is upgrading from CTL® to CS®, CS® to CFLM®, CFLM® to CGM®.
6. Evidence of a formal qualification such as a National Certificate.
7. Signature of the Code of Conduct.



8. A completed assignment on a chosen topic, mapping your experience in each of the required management competencies to the assignment, highlighting that you have appropriate understanding and experience therein.
9. Undertaking an interview with a Fellow Member who is also a recognised assessor to confirm the details of your application, POME® and to perform a summative assessment of you as a CTL®, CS®, CFLM® or CGM®.
10. Moderation of your POME® by a Fellow Member.

### **The Interview**

Candidates for admission to the CTL®, CS®, CFLM® and CGM® designations are interviewed by a Fellow Member of the Association.

The purpose of the interview is to obtain further information about your experience and contribution as a manager, as outlined in your Portfolio of Managerial Experience (POME®).

The format is mostly structured and the interviewer may collect information pertinent to the application that might not have been included in the POME®. In turn this will avail the Association of the applicants understanding and practical implementation of the Code of Conduct.

### **Eligibility**

Once the entry membership level has been established, the applicant is required to pay the once-off registration fee and the annual subscription fee for the current year. Payment advice needs to accompany the appropriate application form and a signed Code of Conduct, which can be faxed or emailed with an electronic signature. The applicant will receive an electronic certificate and invoice as proof of payment and an assigned membership number. Should the member require a printed certificate, this will need to be arranged in advance and collected from the ABESA offices.



## Why Certification?

Certification is verification of a manager's proven competence. It also serves as testimony to the self discipline expected of a professional to apply a broad foundation of competence in theory, practice and values. Certification is the sign or mark of a complete manager. Certification requires an individual to be skilled in the practical aspects of management. This requires greater knowledge of managerial behaviours and skills to accurately diagnose events and effectively implement solutions; it is underpinned by a dedication to lifelong learning.

The expectations for a CTL®, CS®, CFLM® and CGM® are exceptionally high. These designators must operate at the appropriate levels that meet with the requirements of effective management. The table of experience and professional commitment illustrates the minimum level of achievement and experience expected for certification.