

Course Title

Operations Departmental Manager



Qualification Level : 5

Duration: 18 months

Value: £7,000

Repayment Cost

Non-Levy Employer

5% employer contribution = £350 + VAT

Levy Employer

On Programme: 5,600 (80%)

End Point Assessment: £1,400 (20%)

Total Cost = £7,000

OVERVIEW

The role of an Operations Departmental Manager is to take responsibility for managing teams and projects along with responsibility for planning, delivering, and achieving departmental goals and objectives. This standard is robust, challenging and testing and will help employers to develop an agile and professional workforce. It will support and develop leaders and managers to improve their theoretical understanding of management skills and behaviours.

MODULES

Technical Knowledge & Skills

- Organisational performance
- Operational management
- Project management
- Finance
- Interpersonal excellence
- Leading people
- Managing people
- Building relationships
- Communication
- Personal effectiveness
- Self-awareness and management of self
- Decision making

Underpinning Attitudes & Behaviours

- Responsibility
- Inclusivity
- Agility
- Professionalism

GATEWAY

The gateway meeting is a milestone in the learner journey as it marks the end of the on-programme learning. The learner, employer and Skills Coach will meet and agree that the learner meets the requirements of the standard and are ready for the end point assessment.

END POINT ASSESSMENT

The end point assessment will be completed by an independent end point assessor from an EPA Organisation.

Professional Discussion

- Underpinned by a portfolio of evidence with a minimum of 6 follow up questions for clarification purposes (approx. 60-minutes)

Portfolio of evidence

- Collection of evidence that covers knowledge, skills & behaviours relating to the knowledge, skills and behaviours of the standard

Assessment of work-based project

- A presentation with questioning to ensure the learner is assessed against the KSBs assigned to this assessment method

