

OPERATIONS OR DEPARTMENTAL MANAGER

This training programme has been designed for those working in the business and management sector. Individuals may work in all sizes of organisation, with specific responsibilities and job titles varying within the private, public or third sector. They typically manage teams and projects, supporting the achievement of operational or departmental goals and objectives, as part of the delivery of the organisations strategy.

Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

The programme in brief

- Level 5
- Duration - 20 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Level 1 and 2 Functional Skills where appropriate
- End-Point Assessment



Call: **01388 777 129**

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Visit: **www.learningcurvegroup.co.uk**

The learner journey

1. 20 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. You will be required to spend at least six hours a week on off-the-job training in order to meet the course requirements.

2. Gateway – After the 20 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

How your employees will learn

We want to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

We will facilitate the delivery of the learners End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

Take a look at our full [Apprenticeship Offer](#)

What your employees will learn

Knowledge:

Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs; understand business development tools; know how to set up and manage a project; understand approaches to risk management; different leadership styles; understand own impact and emotional intelligence.

Skills:

Input into strategic planning and create plans in line with organisational objectives; support, manage and communicate change by identifying barriers and overcoming them; plan, organise and manage resources; communicate organisational vision and goals and how they apply to teams; chair meetings and use a range of media.

Behaviours:

Drive to achieve in all aspects of work; demonstrate resilience and accountability; open, approachable, authentic, and able to build trust with others; flexible to the needs of the organisation; positive and adaptable, and responds well to feedback and need for change; sets an example and is fair, consistent and impartial.

For more information visit: [Institute of Apprenticeships](#)