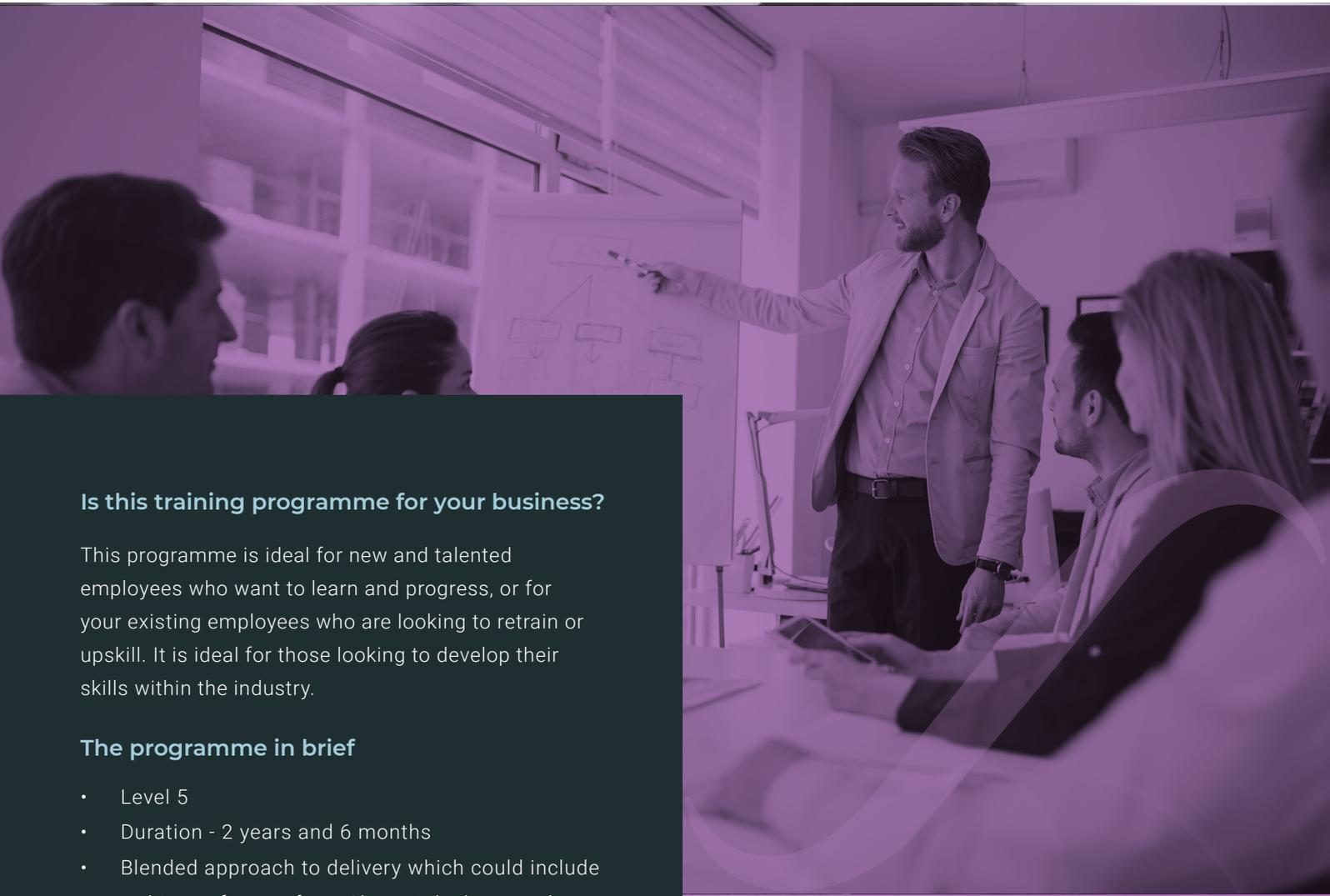


# OPERATIONS/ DEPARTMENTAL MANAGER

This training programme provides an upskilling opportunity that can support career progression within any industry. It is ideal for managers with responsibilities such as creating and delivering operational plans, managing projects, leading teams and coaching and mentoring.



## 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 - 2 years and 6 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 behaviours relevant to the job role
- Level 2 Functional Skills where appropriate
- End-Point Assessment

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## The learner journey

**1. 2 years and 6 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. Learners must also partake in 20% off-job training

**2. Gateway** – After the 2 years and 6 months teaching and learning, you, your training provider and the learner will review the learners's journey and decide whether it is the right time for the on-programme assessment.

**3. End-Point Assessment** – This is when the learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through a scenario-based knowledge test, a competency-based interview, an evidence-based portfolio, professional discussion relating to CPD activity and presentation of work-based 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 Talent Coach who is there to guide them through their training programme. As well as their Talent Coach, learners have unlimited access to learning and support materials online. All of this will help the learner to meet the standards set, resulting in them becoming competent and fully qualified.

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

## 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; understand 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

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