
On Programme Content

Operations, Departmental Manager Apprenticeship Standard

Level 5

Operations, Departmental Manager Apprenticeship Standard - Level 5

| Course | Topic | Task Page | | | | | | | |
|--|------------------------|---|---|--|--|---|--|---|--|
| Operations, Departmental Manager Induction | Induction | Introduction | Health and Safety | Safeguarding and PREVENT | British Values | | | | |
| Level 5 Diploma for Leaders and Managers | Leading People | Different Leadership Styles | Leading Multiple Teams | Improving Performance in the Workplace | Understanding Organisational Culture | Equality, Diversity and Inclusion in the Workplace | Putting Knowledge into Practice (Leading People) | End of Unit Assessment (Leading People-Knowledge) | End of Unit Assessment (Leading People-Skills) |
| | Managing People | Managing Multiple Teams | Developing High Performing Teams | Performance and Talent Management | Effective Delegation | Recruitment | Putting Knowledge into Practice | End of Unit Assessment (Managing People-Knowledge) | End of Unit Assessment (Managing People-Skills) |
| | Building Relationships | Approaches to Customer, Partner and Stakeholder Relationship Management | Collaborative Working Techniques | Conflict Management in the Workplace | Putting Knowledge into Practice (Building Relationships) | End of Unit Assessment (Building Relationships-Knowledge) | End of Unit Assessment (Building Relationships - Skills) | | |
| | Communication | How Interpersonal Skills Contribute to Effective Working Relationships | Different Forms and Techniques of Communication and their Application | Chairing Meetings and Presenting Information | Listening Skills | Putting Knowledge into Practice (Communication) | End of Unit Assessment (Communication - Knowledge) | End of Unit Assessment (Communication - Skills) | |
| | Operational Management | Understanding Operational Management | Business Development Tools and Continuous Improvement | Initiating and Managing Change | The Purpose of Management Reporting | Managing Data in the Workplace | Putting Knowledge into Practice (Operational Management) | End of Unit Assessment (Operational Management - Knowledge) | End of Unit Assessment (Operational Management - Skills) |

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| Level 5 Diploma for Leaders and Managers | Project Management | The Requirements of Project Governance | How to Set Up Projects | Managing Projects | Evaluating the Success of a Project | Putting Knowledge into Practice (Project Management) | End of Unit Assessment (Project Management - Knowledge) | End of Unit Assessment (Project Management - Skills) |
| | Finance | Understand the Purpose of Financial Management in an Organisation | How to Set a Budget | How to Manage a Budget | Financial Forecasting | Putting Knowledge into Practice (Finance) | End of Unit Assessment (Finance - Knowledge) | End of Unit Assessment (Finance - Skills) |
| | Self-Awareness | Understanding Own Impact on Others | Understanding Emotional Intelligence | Understanding Different Learning and Behaviour Styles | Putting Knowledge into Practice (Self-Awareness) | End of Unit Assessment (Self-Awareness) | | |
| | Management of Self | Different Approaches to Planning Workload | Time Management Techniques | Planning Personal Development | Putting Knowledge into Practice (Management of Self) | End of Unit Assessment (Management of Self) | | |
| | Problem Solving and Decision Making | Understanding Problems and Problem-Solving Techniques | Understanding Decision-Making Techniques | Putting Knowledge into Practice (Problem Solving and Decision Making) | End of Unit Assessment (Problem Solving and Decision Making) | | | |

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| Operations, Departmental Manager End-point Assessment* | End-point Assessment | Introduction | Portfolio of evidence | Knowledge test | Interview | Work-based project and presentation | Professional discussion |
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* This unit is only included if ILM is chosen as the End-point Assessment Organisation