

Operations / Departmental Manager

If you are a senior leader accountable for multiple teams and/or projects, this programme will help you navigate the ever-changing and fast paced world of business.

You will learn how to create a compelling vision for customers and colleagues and inspire your teams to deliver sustained and excellent performance. It will support you to grow and expand your knowledge at the same time as embedding a valuable range of skills and behaviours.



Duration:
18 Month Programme



Minimum Entry Requirements:
Typically, these are GCSE Maths and English at Grade C or above.



Maths and English:
Learners without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment. It is our aim at WDR to provide opportunities for our learners to improve their skills in English and mathematics, embedding these skills so that they are developed and applied as an integral part of your study

Course Overview

During this programme you will be required to spend 20% of your time at work on off-the-job learning. This will include workshops, virtual learning, research, workplace challenges and reflection. This innovative programme is designed so you can easily fit your learning around your day job. Using our online learning portal, you will be able to access your learning anytime and anywhere, so you get high-quality content and development on the go.

Benefits

Upon successful completion of this programme, you will:

- Develop a best practice approach to leadership.
- Enhance your confidence and professional credibility as an expert.
- Inspire your team members to be the best version of themselves.
- Gain transferable skills for use throughout your career.
- Achieve a nationally recognised Level 5 Operations/ Departmental Manager.
- Apprenticeship Standard.
- Be eligible to join the Institute of Leadership & Management and the Chartered Management Institute.



Course Content



Managing Self and Personal effectiveness:

Through focusing on your professional and personal potential, you will learn how to manage yourself more effectively by making positive and powerful changes to your current ways of thinking, being and doing.



Communicating with Impact:

“You cannot not communicate”. This module explores how leaders communicate and present with impact and authenticity to engage, inform, educate, influence and inspire others.



Project and Financial Management:

You will learn how to plan, set up, manage, report on and control a project; delivering outcomes on time, to budget and always adding value for the customer. You will be able to identify, assess and mitigate risks and proactively review and improve your core work processes.



Managing Organisational Efficiency:

In this module you will identify the methodologies and approaches of operational management. You will develop your strategic and commercial mind-set to act confidently to manage resources effectively, collaborate with others and deploy problem solving and creative thinking for continuous improvement.



Coaching and Developing Others:

In this module you will identify the methodologies and approaches of operational management. You will develop your strategic and commercial mind-set to act confidently to manage resources effectively, collaborate with others and deploy problem solving and creative thinking for continuous improvement.

How will you be assessed?

Towards the end of the programme, you, your manager and WDR will decide together if you are ready for assessment. The assessment is then undertaken by a separate End Point Assessor organisation, chosen by your employer. The tutors at WDR will provide you with lots of support in preparing for the assessment. The assessment consists of four separate elements:



Knowledge Test (30%)

Using scenarios and questions undertaken online.



Competency Based Interview (20%)

Using outcomes from the apprenticeship to assess your application in workplace scenarios.



Portfolio Assessment (20%)

Review of the evidence of your learning and achievement of the required standards.



Work Based Project (20%)

Includes a 15 minute presentation on objectives and outcomes of the project, as well as a Q&A session.



Professional Discussion (10%)

Evidence of Continual Professional Development, training and personal development activities.

Learning Portal

Our learning portal makes it easy to accumulate the evidence required by this stage. Throughout the programme, simply upload whatever documents, photos, or videos demonstrate your understanding and competence. Completing the self-reflective practices, regularly reviewing your learning with your cohort coach and undertaking set practice assessments will help ensure you are ready for this stage.

Apply for this course.

Apply for this course and ask any questions you may have by getting in touch with us via the contact methods below. You can also find information about this course and all of our other courses at our website, www.wdr.co.uk.