



# Step Up

## Training and Care

From Training to Caring, we deliver excellence

Qualification Name	<b>Level 5 Diploma in Operations and Departmental Management</b>
Qualification achieved	Highfield Level 5 Diploma in Operations and Departmental Management (RQF) 603/4308/4

### Qualification Structure

This qualification will be assessed through a portfolio of evidence.

You will be assigned a personal assessor who will help guide you through the learning criteria for this qualification, delivered as a distance learning qualification.

Learners will be required to undertake personal research and complete assignments in line with the qualification criteria. Work is submitted through building a portfolio of evidence which is submitting in a variety of ways including

- Telephone appointments with your assessor
- Written submissions usually sent by email
- Completing an E-portfolio where requested.

An observation of you in practice is required to complete this qualification.

A learner's workplace must be suitably equipped for the chosen units to be delivered and assessed.

The learner will over the duration of the qualification build a portfolio of evidence based on the criteria required to complete this qualification

There are no exams required to achieve the qualification

### Qualification Duration

The duration of the qualification depends on whether the learner has had prior learning or prior achievements, as this may reduce the time needed to prepare for the assessment. However, the total time for the qualification is 420 hours. Of this, 201 are recommended as guided learning hours.

This equates to approximately a 9-month timescale but is dependent on a learner being engaged in their studies, submitting evidence to match the learning criteria usually on a weekly basis to your personal assessor.

### Costs

This course is £1300

50% is payable at point of enrolment with the remaining 50% payable upon completion of the qualification.

<b>Who can enrol for this course?</b>
Must be aged 16+.
<b>Entry requirements</b>
There are no formal entry requirement however it is recommended that Learners must have a basic level of literacy and numeracy.
<b>Who is this qualification suitable for?</b>
<p>This qualification has been developed to support learners completing the Operations/Departmental Manager Apprenticeship Standard and can be used to assess their readiness for end-point assessment. It covers the knowledge, skills and behaviour pass criteria of the standard, as described in the relevant Assessment Plan.</p> <p>It is also designed as a stand-alone qualification for those learners wishing to gain a nationally recognised qualification in management.</p> <p>The objective of the qualification is to support a role in the workplace, giving learners the opportunity to learn and evidence their knowledge and competency either as part of an apprenticeship or as a stand-alone qualification.</p> <p>The qualification provides learners with the knowledge and skills in leadership and management such as:</p> <ul style="list-style-type: none"> <li>• Leading people</li> <li>• Operational management</li> <li>• Building relationships</li> <li>• Project management</li> <li>• Communication</li> </ul>
<b>Certification</b>
Upon successful completion of this qualification, you will be issued with a hard copy of your certificate.
<b>Enrolment</b>
Full details of how to enrol on this qualification can be found on our website, under the section Enrolment.

<b>Module Content</b>
<p>Learners must complete all units contained within the mandatory group.</p> <p><b>There are 12 Mandatory units</b></p> <ul style="list-style-type: none"> <li>• Operational management (Level 5, Credit Value 5)</li> <li>• Project management (Level 5, Credit Value 4)</li> <li>• Finance (Level 5, Credit Value 3)</li> <li>• Leading people (Level 5, Credit Value 4)</li> <li>• Managing people (Level 5, Credit Value 4)</li> <li>• Building relationships (Level 5, Credit Value 4)</li> <li>• Communication (Level 5, Credit Value 3)</li> <li>• Self-awareness (Level 5, Credit Value 2)</li> <li>• Management of self (Level 5, Credit Value 3)</li> <li>• Decision making (Level 5, Credit Value 3)</li> <li>• Behaviours of an operations or departmental manager (Level 5, Credit Value 4)</li> <li>• Maintaining continuous professional development (Level 5, Credit Value 3)</li> </ul>