ATHE LEVEL 4 DIPLOMA IN BUSINESS OPERATIONS MANAGEMENT

Skills Development 1	Service Skills for Work	Organisation in its Environment
This session will help learners gain an understanding of writing assignments and conducting research at a Level 4 standard. A full outline of what is expected during this year of study will be given. The course will focus on Harvard referencing for assignment writing as well as ways to lay out and write a good assignment. It will also encourage individual and group communication by creating and delivering presentations.	This series of courses will help learners focus on the sector they work in, the place of work and their individual work role as well as the importance of Training and Development in the business. It will help learners understand the importance of transferable skills in the workplace, whilst the importance of constructing and developing a work-related action plan to help individuals focus on the skills needed to perform well. A focus on creating a business from scratch, looking at all the functions and functionalities and how marketing a business can play an important part in ensuring the business is successful.	This self-study module will see learners focus on the individual's work industry. There will be a focus on environmental factors with the learners creating a SWOT/PESTLE analysis. It will give learners the chance to focus on stakeholder's responsibilities. Lastly, and through research trends will be identified in both sectors and analysed to see how they could be used within the business. Online course delivery, and an opportunity for the individual to self-study and look at the industry in which the learner works. Assessment needs to be completed as proof of completion of this unit.
Organisational Management	Financial Resourcing	Business Information Systems
This series of courses will help with understanding the influences on behaviour at different levels. There will also be a focus on Human Resource management and the legal requirements around this including recruitment and selection, contracts etc., Lastly, a focus on Leadership and Management theories and how they can help understanding and managing human behaviour in the workplace.	This self-study module will see learners focussing on their own research with information being sought on regulative bodies and how financial data can be used. Researching practical concepts that have an impact on business growth and its maintenance, including the VAT structure, Profit vs Loss and the practicalities of a working Cash Flow. No course delivery, but an opportunity for individual to self-study and look at the way budgeting works within their organisation. If limited or no access to financing/budgeting, the learner can base their assessment around pseudo data, based on their area and responsibility. Assessment needs to be completed as proof of completion of this unit.	This self-study module will see learners focussing on their own research. Learners will be asked to analyse a range of ways to collect, evaluate and apply information and data to better inform business decision making. No course delivery, but an opportunity for individual to self-study and look at the way technology plays a part in the success of their business. This could be to improve existing systems or the thoughts of introducing new systems into their workplace. Assessment needs to be completed as proof of completion of this unit.

See below for more detail on the learning modules.
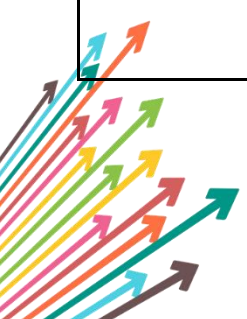
Course Outline

Skills Development 1
Workshop / Assignment

Skills Development 1 is a **one-day** course and aims to: -

- Identify and demonstrate the skills required to enable higher learning study skills
- Identify and produce a development plan to address personal study skill needs
- Exercise autonomy and judgment when individually practice and demonstrating effective communication skills
- Identify and use effective communication skills in a group environment using a range of appropriate methods and technologies.

Service Skills for Work
This section is made up of one, one-day course and one, two-day course

Understanding Business is a **one-day** course that aims to help participants to understand: -

- The four 'Ps of business
- Business objectives analysis
- The business start-up activity
- Systems and software in modern business success
- The importance of communicating with employees

How to train and coach people is a **two-day** course that aims to: -

- Determine how the Learning Cycle influences performance and benefits the business
- Plan, structure & deliver coaching to improve performance and change behaviours
- Put in place an assessment process to evaluate coaching, ensuring that behaviours have
- changed and performance has improved

Organisation in its Environment
This section is made up of a blend of a **half-day** online learning and self-study.

Organisational Management
Organisation Management is made up of four, one-day courses. *Knowing yourself and working with others* focuses on two elements the first being

Myers Briggs Type Indicator is a **one-day** course that aims to help participants to understand: -

- The Best Fit
- A focus on good working relationships and linking to the business culture
- Activity based learning to re-enforce type elements
- What makes others work: A look at your colleagues and clients

Personal Branding is a **half-day** course that aims to help participants to understand: -

- Understand why personal branding is so important to personal & business success
- Define what 'Brand You' really is
- Understand the seven steps to improving your personal brand
- Understand how colours can affect your personal brand
- Consider what works when it comes to how to dress as a manager
- Relate to the Johari window and its impact on our personal brand

Human Resourcing is a **one-day** course that aims to help participants to understand: -

- Recruitment and Selection
- The importance of Policy, Process and Procedures in HR
- Grievance and Disciplinary at work
- Dealing with difficult situations and subjects with people
- Helpful guides
- ACAS

Leadership & Management is a **two-day** course that aims to help participants to understand: -

- The importance of collaborative Leaders and Managers
- What is leadership
- Leadership versus management
- Create a balance between management of task, team & individual
- Situational leadership (Task, Team, Individual)
- Using a motivational style (Feedback, praise & constructive criticism)
- Understand the importance of managing a team through key stages of development
- Coaching, Mentoring, identifying individual & team development needs,
- Managing performance goals, sales, costs, overheads
- Appropriately delegate tasks to individuals
- Communication & understanding the individuals' drivers & motivators
- Identify their dominant team leadership profile.
- Leading the team
- Assessing your current leadership style
- Plan to improve their team leadership profile.
- The principles behind effective team leadership
- Leadership graphs & Leadership profiles