

*Operational
Impact that
Transforms
Hearts and
Minds*



COURSE OVERVIEW

WHY ALCHEMIST?

Alchemists 'Learning and Development' programmes address skills, behaviours, attitudes and competencies.

The primary aim of all of our 'Learning and Development Programmes' is to enable deployment that really engages people to achieve results. Our learning approach is one of 'learning by doing', where we not only teach the theory, we also maximise our hands on practical methods.

OPERATIONAL/DEPARTMENTAL MANAGER - LEVEL 5

An operations/departmental manager is someone who manages teams and/or projects, and is achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy.

They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same.

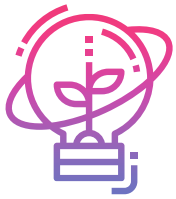
Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

ROLES/OCCUPATIONS MAY INCLUDE:

Roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager, Specialist Managers and High Potentials

KNOWLEDGE AND SKILLS

WHAT IS COVERED?

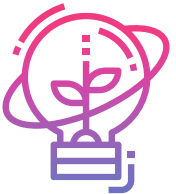


Organisational Performance

- Operational Management
- Project Management
- Finance

Personal Effectiveness

- Self Awareness
- Management of Self
- Decision Making



Interpersonal Excellence

- Leading People
- Managing People
- Building Relationships
- Communication

Behaviours

- Takes Responsibility
- Agile
- Inclusive
- Professionalism

ASSESSMENT



Assessment Method - Knowledge test using scenarios and questions

Area Assessed: Knowledge of leading people, managing people, building relationships, communication, operational management, project management, finance

Weighting: 30%



Assessment Method - Structured competency based interview

Area Assessed: Knowledge and application of learning relating to leading people, managing people, building relationships, communication, operational management, project management, finance

Weighting: 20%



Assessment Method - Portfolio of evidence and work based project

Area Assessed: Application of knowledge and demonstration of skills and behaviours relating to leading people, managing people, building relationships, communication, operational management, project management, finance, self-awareness, management of self and decision making, taking responsibility, inclusivity, being agile, professionalism

Weighting: 40%

Assessment Method - Professional discussion

Area Assessed: Evidence of CPD, training and personal development activities and how learning was applied to the role and workplace

Weighting: 10%

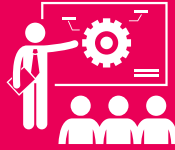


TYPICAL DURATION



18-24 Months

DELIVERY MODEL



20% off-the-job training requirement

1-2 days per month onsite delivery

Evidence gathering through e-portfolio

Functional Skills Maths and English at Level 2 *dependent on prior attainment level

Impact is measured through the practical application in the workplace of skills developed and reflective learning.

END POINT ASSESSMENT ORGANISATION



NCFE

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