

Those in italic are induction or information sessions to be taken in addition to the teaching and learning modules.

OM Int

In this Module you will gain an introduction onto the operations manager level 5 standard, including end point assessment. We will discuss off the job learning and how to get the best out of your apprenticeship.

OM 1 – Smart Objectives and Professional Development

In this module you will learn about setting smart Objectives and planning for professional development for yourself and your team.

OM 2 – People Management

Resource planning, recruitment, and talent management. Within this module we will look at what is meant by people management gain an understanding how to use approaches to recruitment and learn about resource planning. You will also develop knowledge of talent management and how it is used and applied within operations management.

OM 3 – People Management

Performance management, reward, and recognition. Developing knowledge and building skills within performance management techniques and analysis. How do we approach performance management in an effective way and gain an understanding of approaches to reward and recognition.

ODM 4 – Conflict Management and Resolution

Within this module we will be developing a deeper understanding of conflict management within the workplace. You will learn about conflict management theory and models, develop an understanding of risks and impact attached to conflict. You will also learn and understanding conflict mediation including facilitation, communication, and negotiation.

OM 25 – End point Assessment Introduction – *A detailed look at the endpoint assessment and the portfolio evidence requirements.*

OM 5 – Ethics Based Theory

Gain a theoretical understanding of ethical leadership. Learning about the following approaches Utilitarian approach, Moral management, Authentic leadership, Spiritual leadership, Transforming leadership and the four V model.

OM 6 – Ethical Based Systems and Techniques

Gain an understanding of the 5 ps of ethical leadership. Develop knowledge of the 5 ethical pillars and ethical meta-principles. To gain an understanding of appraisals, employee well-being and support availability.

OM 7 – Leadership and Management Tools and Techniques

Looking at tools and techniques that will help you manage and motivate your team. Such as Empowerment through delegation, goal setting, accountability, Collaboration, Feedback, and positive attitude.

OM 8 – Continuous Improvement and Development of Team Members

Develop knowledge and skills in seeking, managing, and facilitating learning opportunities and continuous development for themselves and team including coaching and mentoring.

OM 9 – Regulations and Legislation

Review knowledge of relevant regulatory and legislative requirements, and the impact on the team. An overview of organisational governance and its functions.

OM 10 – Equality, Diversity and Inclusion

Review knowledge and understanding of legislation and organisational policies based around equality, diversity, and inclusion. Learning around influence, support and creating an inclusive culture. How to evaluate an organisations approach and identify impact.

OM 11 – Organisational Policies and Procedures

What procedures should be available and ensuring that these are understood by yourself and the impact on the team and stakeholders. How these should be followed though from induction to day to day working. Including the practical application for stakeholders.

OM 12 – Business Continuity

Gain an understanding of business continuity and how it relates to risk management. Looking at business risks and how to minimise the impact on the team, organisation, and stakeholders. Gain an understanding of the core principles of business continuity.

OM 13 - Sustainable Services and Solutions within Operations

looking at responsible organisational policies and practices covering social, environmental, and economic factors including sustainability. Ensuring you and your team can respond to changes in these factors.

OM 14 – Strategic Direction and Operation Planning

Gain an understanding of strategic direction and planning, how this relates to your operational planning. Learn how to create a relevant operational plan, how to use review, adapt and evaluate.

OM 15 – Multiple and Diverse Stakeholders’ Relationships

Gain an understanding of how to manage multiple stakeholders across diverse internal and external relationships. How do we evaluate those relationships and prioritise stakeholders.

OM 25 – End Point assessment project and presentation – *Gain an understanding of the project element of end point assessment. Learn what is required and the work practice that needs to be evidenced.*

OM 16 – Business Analysis, Needs, Improvements and Evaluations

Learn what research methods can be used for business analysis, how to use these methods, analyse and evaluate. Looking into business improvement opportunities that can be used as an operational project.

OM 17 – Project Scope Definition and Tools

An introduction to the project initiation phase, learning about scope definitions and tools. How do we translate requirements into desired outputs, identify problems and solutions and use a work breakdown structure.

OM 18 – Change Management

Building on prior knowledge of change management, review and develop concepts and methods for implementation. How do we ensure smooth change by negotiating with stakeholders and agreeing goals.

OM 19 – IT and Technology for Business and Projects

A session that summarises the digital tools that can be used to analyse, evaluate, and monitor. There is a section here on the Artificial intelligence also.

OM 20 - Budgets and Financial Management Techniques

Gain knowledge of how budgets and financial techniques operate within budgets, including the tools that can be used. Monitoring budgets in line with resources and taking accountability.

OM 21 – Project Planning and Implementation

How to plan and apply project management tools and techniques, monitoring of their use and the impact that they are having. Build on your project planning and monitoring knowledge.

OM 22 – Problem Solving and Decision Making

Gain an understanding of different problem solving, decision making, influencing, and negotiating models and techniques for use in projects. Build your knowledge and skills through looking at change management and continuous improvement.

OM 23 – Project Closure, Evaluation, Review and Impact

A session that focuses on project closure, evaluation, and review process. Gain an understanding of the project impact and lessons learned process.

OM 24 – Communication and Presentation Skills

Get ready for EPA with this session on Project reporting and presentations. Refresh your understanding of communication and how to create a project style report suitable for business. Reminder of power point usage where required.

OM 27 – End Point Assessment Gateway Planning

End Point assessment Gateway planning - A reminder of the EPA process and what is required at your gateway meeting.