



# Operations and Departmental Management

## Highfield Level 5 Diploma in Operations and Departmental Management (RQF)

---

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 criteria of the standard, as described in the Assessment Plan. It is also designed as a stand-alone qualification for those learners wishing to gain a nationally recognised qualification in operations and departmental management.

The qualification provides learners with the knowledge and skills in leadership and management such as leading people, operational management, project management, finance and decision making.

### How long will it take me to achieve this qualification?

This qualification has a total qualification time (TQT) value of 420 of which 201 are guided learning hours.

### How is the qualification assessed?

This qualification is assessed by a portfolio of evidence which is gathered during the course. This portfolio may be made up of evidence such as written reports, observation records, CPD logs, performance review records and any other appropriate evidence type.

### What next?

Individuals achieving this qualification can progress onto level 6 leadership and management courses or qualifications in coaching and mentoring.

### Where can this course be taken?

Through any Highfield approved training centre.

Qualification Number: 603/4308/4

Credit Value: 42