

Level 5 Operational/Departmental Management Diploma and Apprenticeship Core Timetable

Bi-Monthly Structure

Week 1	Group/Individual Workshop – Full Day
Week 2	Independent study
Week 3	Individual 45-minute online tutorial
Week 4	Independent study
Week 5	Group/Individual Workshop – Full Day
Week 6	Independent study
Week 7	Individual 45-minute online tutorial
Week 8	Independent study culminating in submission of formal written assignment for assessment and portfolio for developmental feedback

Group/Individual Workshop – Full Day

This session will deliver course content, provide opportunity for interactive learning and expert tuition as well as guest speakers where appropriate. Where the programme is delivered to a group, these sessions will also include opportunity for debate, discussion and peer on peer learning. Your course tutor will also provide guidance and advice on how to approach assessed elements of your qualification including written assignments and the development of your skills/behaviours portfolio.

Independent study

During these allocated weeks you will be required to work on your formal written assignments as well as compiling evidence for your skills/behaviours portfolio. There will be no direct contact from your tutor during these weeks, though they will be accessible via email for enquiries.

Individual 45-minute online tutorial

During these weeks, you will be allocated (through mutual agreement) a 45-minute slot for you to meet online with your course tutor 1-2-1. This will be a safe, confidential space for you to ask questions about your formal assignments and raise any concerns you may have regarding any aspects of the programme. Your tutor will also ask you about access to your Off The Job training time allocation, as well as how you are using this designated time. They will also talk to you about your portfolio, providing both support and challenge to help you build this up over time. At regular intervals during your time on the programme, your line manager will also be invited to these meetings (effectively making them 1-2-2) to discuss progress and support.

Induction and Onboarding – 4 weeks

One 3-hour virtual workshop to cover:

- Introduction to the programme to include:
 - Apprentice standard
 - ILM L5 Diploma For Operational Leaders and Managers (8421-31/33)
- Learning journey
- Assessment methodology
- Gateway and End Point Assessment
- Introduction to the online learning platform and Learner Manager support
- Preparing to be an effective learner and apprentice – making the most of the qualification
- Completion of compliance documentation
- Understanding the role of the course tutor

On Programme Delivery

Month 1 & 2	
Week 1	Group/Individual Workshop – Full Day Unit 520 - Personal and Professional Development <ul style="list-style-type: none"> ○ Learning styles and theories ○ Behaviour styles and theories ○ Leadership styles in the context of workplace situations ○ Models and theories of emotional intelligence
Week 2	Independent study
Week 3	Individual 45-minute online tutorial
Week 4	Independent study
Week 5	Group/Individual Workshop – Full Day Unit 520 - Personal and Professional Development <ul style="list-style-type: none"> ○ Self-reflection and self-awareness ○ Tools to support self-awareness and personal development ○ Personal development planning ○ Organisational culture ○ Equality, diversity, inclusion and discrimination
Week 6	Independent study
Week 7	Individual 45-minute online tutorial
Week 8	Independent study culminating in submission of formal written assignment for assessment and portfolio for developmental feedback

Month 3 & 4	
Week 1	Group/Individual Workshop – Full Day Unit 521 – Communication Skills <ul style="list-style-type: none"> ○ Interpersonal skills and active listening ○ Different forms of communication in the workplace ○ Giving and receiving feedback effectively ○ Chairing meetings effectively
Week 2	Independent study
Week 3	Individual 45-minute online tutorial
Week 4	Independent study
Week 5	Group/Individual Workshop – Full Day Unit 521 – Communication Skills <ul style="list-style-type: none"> ○ Communicating with, and managing, stakeholders effectively ○ Negotiating and influencing ○ Factors that influence effective collaboration and why this is important ○ Causes of friction and conflict in the workplace ○ Managing conflict in the workplace
Week 6	Independent study
Week 7	Individual 45-minute online tutorial
Week 8	Independent study culminating in submission of formal written assignment for assessment and portfolio for developmental feedback

Month 5 & 6	
Week 1	<p>Group/Individual Workshop – Full Day</p> <p>Unit 523 – Business Planning</p> <ul style="list-style-type: none"> ○ The difference between strategic and operational planning ○ Key components of operational management and planning ○ Contingency planning and risk management ○ Business development and continuous improvement ○ Problem Solving and Decision Making
Week 2	Independent study
Week 3	Individual 45-minute online tutorial
Week 4	Independent study
Week 5	<p>Group/Individual Workshop – Full Day</p> <p>Looking Ahead To End Point Assessment (EPA)</p> <ul style="list-style-type: none"> ○ Revisit the initial skills assessment to monitor progress ○ Review the requirements of end point assessment ○ Develop an action plan to prepare for end point assessment
Week 6	Independent study
Week 7	Individual 45-minute online tutorial
Week 8	Independent study culminating in submission of formal written assignment for assessment and portfolio for developmental feedback

Month 7 & 8	
Week 1	<p>Group/Individual Workshop – Full Day</p> <p>Unit 525 – Financial Practices</p> <ul style="list-style-type: none"> ○ Sound financial management practices ○ Terminology associated with financial management ○ Governance and compliance in financial management ○ Budget setting ○ Key components of a sound budget ○ Working with, and securing the support of, stakeholders when setting a budget
Week 2	Independent study
Week 3	Individual 45-minute online tutorial
Week 4	Independent study
Week 5	<p>Group/Individual Workshop – Full Day</p> <p>Unit 525 – Financial Practices</p> <ul style="list-style-type: none"> ○ Controlling expenditure ○ Managing variances ○ Requirements for budget reporting ○ Why financial forecasting is so important ○ Methods and challenges of financial forecasting
Week 6	Independent study
Week 7	Individual 45-minute online tutorial
Week 8	Independent study culminating in submission of formal written assignment for assessment and portfolio for developmental feedback

Month 9 & 10	
Week 1	<p>Group/Individual Workshop – Full Day</p> <p>Unit 522 – Managing Teams</p> <ul style="list-style-type: none"> ○ The difference between leadership and management ○ What is authentic leadership? ○ Strengths, weaknesses and relative suitability of different leadership styles ○ Managing different types of teams ○ High performing teams and how to develop them ○ Performance management ○ Managing underperformance ○ Talent management
Week 2	Independent study
Week 3	Individual 45-minute online tutorial
Week 4	Independent study
Week 5	<p>Group/Individual Workshop – Full Day</p> <p>Unit 522 – Managing Teams</p> <ul style="list-style-type: none"> ○ Motivating teams ○ Benefits of coaching and mentoring to team performance and people development ○ Coaching and mentoring models and how to use them to improve team performance ○ How to delegate effectively and manage barriers to effective delegation ○ Approaches to recruitment ○ Ensuring recruitment processes are fair
Week 6	Independent study
Week 7	Individual 45-minute online tutorial
Week 8	Independent study culminating in submission of formal written assignment for assessment and portfolio for developmental feedback

Month 11 & 12	
Week 1	<p>Group/Individual Workshop – Full Day</p> <p>Unit 524 - Operational Planning and Management</p> <ul style="list-style-type: none"> ○ The link between business strategy and operational planning ○ Tools and techniques to support operational planning ○ Different types of management reporting and when to use them ○ Key features of effective management reporting ○ How data can be safely and effectively managed on the workplace ○ How technology can be used to improve the management of data within organisations
Week 2	Independent study
Week 3	Individual 45-minute online tutorial
Week 4	Independent study
Week 5	<p>Group/Individual Workshop – Full Day</p> <p>Unit 524 - Operational Planning and Management</p> <ul style="list-style-type: none"> ○ What is organisational culture and what factors impact upon this? ○ Equality, diversity and inclusion in the workplace ○ How to recognise and challenge discrimination in the workplace ○ The purpose of organisational change ○ Tools and techniques for managing change in the workplace ○ Identifying and overcoming barriers to change ○ Supporting teams and individuals through change
Week 6	Independent study
Week 7	Individual 45-minute online tutorial
Week 8	Independent study culminating in submission of formal written assignment for assessment and portfolio for developmental feedback

Month 13 & 14	
Week 1	Group/Individual Workshop – Full Day Unit 526 - Project Planning <ul style="list-style-type: none"> ○ Defining a project as well as key project personnel ○ Effective project governance ○ Project management models ○ Management of risk when delivering projects ○ Managing the project delivery process ○ Evaluating the success of a project ○ Problem solving and decision making when managing projects
Week 2	Independent study
Week 3	Individual 45-minute online tutorial
Week 4	Independent study
Week 5	Group/Individual Workshop – Full Day Preparation For Gateway and End Point Assessment (EPA) <ul style="list-style-type: none"> ○ Confirmation of EPA portfolio of evidence ○ Preparation for professional discussion including mock ○ Confirmation of EPA presentation topic
Week 6	Independent study
Week 7	Individual 45-minute online tutorial
Week 8	Independent study culminating in submission of formal written assignment for assessment and portfolio for developmental feedback

Month 15

Gateway

- Confirmation that functional skills have been achieved of required
- Confirmation that learner has completed all requirements of the ILM diploma
- Confirmation that the learner is ready to go through for End Point Assessment (EPA)
- Meeting will require learner, course tutor and the learner's line manager

Month 16,17 &18

Preparation for End Point Assessment (EPA)

- Preparation of your 20-minute project presentation
- Writing of your 4,000-word project proposal
- Preparation for your 60-minute professional dialogue (underpinned by your portfolio)

Month 19/20

End Point Assessment (EPA)