

ILM Operational/Departmental Manager

ILM Operations/Department Manager Level 5 Level 5 – Equivalent to Foundation Degree Typical Length 18-24 months

The Institute of Leadership and Management Level 5 qualification is suitable for any professional managers who are starting their management career or for those who have practical experience but want to have a greater theoretical knowledge. The ILM Level 5 Operational/Departmental Manager qualification enhances your abilities to manage whether that be project based, achieving operational or departmental goals or objectives, as part of the delivery of the organisation's strategy.

Key responsibilities are likely to include;

- Creating and delivering operational plans,
- Managing projects
- Leading and managing teams
- Managing change
- Financial and resource management
- Coaching and mentoring

Subjects Covered

Operational	Understanding operational management, development, systems & data security, objectives & setting of KPI's, identify barriers & how to overcome these
Project Management	How to set up a project & understand risk management
Finance	Understand business finance
Leading People	Understand different leadership styles, delegation
Managing People	Manage multiple teams, understand performance management and coaching & mentoring
Building Relationships	Understanding negotiation, influencing, networking & collaborative working techniques
Manage Conflict	At all levels
Communication	Interpersonal skills & different forms of communication

Delivery

The ILM qualification is ran as an apprenticeship, tailored to the needs of the individual employer. The learner will be assigned an assessor and will be use an eportfolio, to gather evidence and upload assignments. There is a requirement to complete 5 hours of work per week in order to complete the qualification. All training will be completed on site, this can include any additional training needs such as mentoring, speaking and listening, or presentation skills. To successfully complete the ILM Level 5 learners will need to complete the On-Programme and the End Point assessment.

On-programme assessment

Assessment of knowledge, skills and behaviour outcomes will take place en-route to the final synoptic end point assessment.

This could comprise of:

- Completion and achievement of a relevant Level 5 Diploma in Leadership & Management or equivalent management qualification and recognised by Ofqual, equating to at least 370 hours Total Qualification Time (37 credits). Where a qualification is not used, there should be provision of underpinning knowledge and training with regular assessments to an equivalent standard, quality and scope which can be evidenced.
- Work based project
- Development of a portfolio of evidence
- Regular Performance Reviews Regular performance reviews between apprentice and line manager
- Feedback from line manager, direct reports, peers and customers/stakeholders (inc 180/360-degree feedback or equivalent)

Synoptic End Point Assessment

The End Point Assessment will test the entire qualification, and be undertaken as follows:

- Assessment of knowledge through a test using scenarios, questions and responses
- Assessment of competency through a structured competency-based interview
- Assessment of portfolio of evidence
- Presentation on work-based project with Question and Answer session
- Continuing Professional Development Log reviewed and professional discussion

Before taking their end-point assessment apprentices must:

If learners have not achieved a GCSE Grade C/grade 4/5 (equivalent to GCSEs at grades A* to C) in English and Maths, learners will need to achieve a functional skills level 2 in English and maths.

Professional registration

Once the course has been completed, qualified members will be able to register as an associate member of the Chartered Institute of Leadership and Management. They will have access to the ILM toolkit which has 1000's of resources to assist them.

Costs

The government is contributing 95% towards the funding of the qualification, the other 5% will need to be paid by the employer. This amount to £350+VAT this can be paid in one off payment or it can be paid in instalments.

To Enquire

If you would like to enquire please contact Julie either on 01527 557407 or julie@insightsol.co.uk. Please complete the information below and return it back to us. We will check your eligibility and whether we have an assessor in your local area.

Name

Address and Postcode

Date of birth

Contact Information (email and telephone)

Employer name & address

Line Manager name & contact information

Highest attainment

Highest attainment in English and maths

Confirm that you have a 30-hour contract or more?