



Certificate in Operational Management

LEVEL
4

This qualification is aimed at those working in operational management and is appropriate for use in a wide range of business contexts.



Total Qualification Time:
200 hrs

Qualification Number: 603/2142/8

Qualification Age: 18



Guided Learning (GL):
80 hrs

Availability: This qualification is regulated in England

Operational From: 1 August 2017



Qualification Objectives

What does this qualification cover?

The objective of this qualification is to provide learners with skills and confirm competence in operational management.

Who is the qualification for?

This qualification is aimed at those who working in operational management. Learners may be working with operational plans, undertaking leadership activities, implementing change and addressing staff performance problems.

Who supports this qualification?

The qualification has been developed in response to customer demand.



Qualification Progression

What future education could this qualification lead to?

Learners could progress to other business or management related qualifications.

What future employment could this qualification lead to?

Learners who complete this qualification will be able to progress into a range of roles within management.



Qualification Achievement

What are the entry requirements for the qualification?

Prior to registration learners are required to be:

- accurately identified
- at least 18 years of age
- working in a role which will allow demonstration of skills

How is the qualification achieved?

The learner will need to complete 4 mandatory units.

What will be assessed?

- Coursework
- E-assessment
- Multiple Choice Examination
- Oral Examination
- Portfolio of Evidence
- Practical Demonstration / Assignment
- Written Examination

How will it be assessed

This qualification contains 4 mandatory units to be completed by the learner. Each unit is comprised of a number of learning outcomes and assessment criteria which must all be achieved.

Learning outcomes that begin 'The learner will understand...' will be assessed through theory-based activities.

Learning outcomes that begin 'The learner will be able to...' are assessed through practical activities.

For example:

Learning outcomes The learner will...	Assessment criteria The learner will...
1. Be able to lead in own area of responsibility	1.1 Gain the support of colleagues through own performance and behaviour 1.2 Set objectives for own area of responsibility which contribute to those of the organisation 1.3 Support colleagues to understand their role in the achievement of objectives 1.4 Implement objectives with colleagues 1.5 Take action to secure the ongoing commitment of colleagues
2. Understand legal and organisational requirements, industry regulations and professional codes relating to performance problems	2.1 Summarise legal requirements, industry regulations, and professional codes relating to performance problems 2.2 Explain organisational policies and procedures relating to performance problems 2.3 Explain limits of own authority relating to performance problems



Qualification Delivery

What facilities and/or equipment are needed to deliver this qualification?

The approved centre is required to have:

- one or more delivery sites with facilities to support the programme of training and assessment
- equipment in place to facilitate the full programme of learning and assessment
- opportunities in the workplace for learners to carry out tasks/activities which allow them to generate evidence to meet assessment criteria.

What qualification materials support this qualification?

This qualification is supported by additional documents which must be read by all relevant personnel within approved centres approved to offer this qualification. These include:

- SFJ Awards Level 4 Certificate in Operational Management Qualification Handbook, detailing unit specifications, learning outcomes and assessment criteria for the qualification
- SFJ Awards Centre Handbook
- SFJ Awards Assessment Guidance
- SFJ Awards Quality Assurance (Internal and External) Guidance

Our policies are available on the SFJ Awards website
<https://sfjawards.com/policies/>.

SFJ Awards also have template forms available to support assessors and internal quality assurers.

What workforce is needed to be able to deliver this qualification?

The approved centre is required to have a qualified and competent qualification workforce in place which includes as a minimum:

- Head of Centre
- Centre Coordinator
- Assessor(s) and Internal Quality Assurers (IQA) who:
 - Are occupationally knowledgeable in business and management
 - Have current occupational competence in business and management
- Assessors who are:
 - Qualified with a recognised assessor qualification, or
 - Working towards a recognised assessor qualification, or
 - Able to prove equivalent competence through training to appropriate national standards
- IQA(s) who are:
 - Qualified with a recognised IQA qualification, or
 - Working towards a recognised IQA qualification, or
 - Able to prove equivalent competence through training to appropriate national standards

How much does this qualification cost?

Qualification registration fees are available on our website and from SFJ Awards on request.

<https://sfjawards.com/find-qualifications/about-our-qualifications/>

How to apply to deliver this qualification

SFJ Awards' approved centres should complete the Qualification Approval Form available from Odyssey or the Centre Resources section of the website:

www.sfjawards.com/centres/centre-resources

Other centres will need to become approved by SFJ Awards. For information and the centre application form please see our website:

www.sfjawards.com/centres/become-a-centre

For more information please contact SFJ Awards' Customer Support Team:

Tel: 0114 284 1970

Email: info@sfjawards.com

Website: www.sfjawards.com



Qualification Structure

Learners must successfully complete 4 mandatory units to achieve the qualification

Unit title	Level	GL	Reference	Assessment method(s)
Develop, implement and evaluate operational plans for own area of responsibility	4	20		Units in this qualification can be assessed using a combination of methods appropriate for assessing knowledge and skills:
Provide leadership and direction for own area of responsibility	4	25		<ul style="list-style-type: none">• Coursework
Implement change in own area of responsibility	4	20		<ul style="list-style-type: none">• E-assessment• Multiple Choice Examination
Address performance problems affecting team members	4	15		<ul style="list-style-type: none">• Oral Examination• Portfolio of Evidence (including for example records of question and answer sessions, witness testimony, work products)• Practical Demonstration / Assignment• Written Examination

Contacts



SFJ Awards

Tel: 0114 284 1970
Email: info@sfjawards.com
Website: www.sfjawards.com

Ofqual

Tel: 0300 303 3344
Email: public.enquiries@ofqual.gov.uk
Website: www.gov.uk/government/organisations/ofqual

Qualifications Wales

Tel: 01633 373 222
Email: enquiries@qualificationswales.org
Website: www.qualificationswales.org

CCEA

How to contact: <https://ccea.org.uk/contact>
Email: info@ccea.org.uk
Website: <https://ccea.org.uk/regulation>

Skills for Justice

How to contact: www.sfjuk.com/contact
Email: contactus@sfjuk.com
Website: www.sfjuk.com

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SFJ Awards

Consult House, 4 Hayland Street, Sheffield S9 1BY

Tel: 0114 284 1970
Email: info@sfjawards.com
Website: www.sfjawards.com

SFJ Awards is an awarding organisation recognised and regulated by the Office of the Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland, Qualifications Wales in Wales, and SQA in Scotland.

SFJ Awards is part of the Workforce Development Trust, a not for profit organisation, together with Skills for Justice and Skills for Health. For over 10 years Skills for Health and Skills for Justice have been working with employers, Governments of the UK and agencies within the skills system, to better equip workforces with the right skills now and for the future. During this time both Skills for Health and Skills for Justice have earned an enviable reputation for their knowledge of the health and justice sectors and their proactive approach to the development of skills and qualifications, along with an ability to deliver genuinely workable solutions for the employers they represent. SFJ Awards is an awarding organisation that builds upon this reputation. We work with employers in the policing, community safety, legal, armed forces and health sectors and understand their specific challenges, enabling us to quality assure learning outcomes that are suited to the needs of the sectors.