

City & Guilds Level 4 in Operational Delivery (Management) Certificate, Diploma

To become an outstanding manager within operational delivery you require a broad base of skills, this includes managing your team and the customer facing services provided but also skills in change management, risk management and continuous improvement as well.

Description

This qualification will provide those working in managerial and supervisory roles within operational delivery with the opportunity to further develop their knowledge of equality and diversity and skills in customer service, change management and risk management.

What's the outcome?

You will obtain a nationally recognised qualification and will understand: The skills and attributes required to be have a managerial or leadership role in operational delivery; the concept and benefits of equality and diversity within operational delivery; the different risks in operational delivery as well as the management and governance required; the theoretical principles of managing change; and how to manage and improve levels of customer service.

You may wish to find out more by accessing further information here [Operational Delivery Profession Qualifications](#).

What does it involve?

You will undertake a mix of mandatory and optional units in areas such as leadership and management, management of risk, managing change, managing customer services, principles of equality and diversity and managing continuous improvement.

The duration is up to 12 months with assessment involving specific tasks to prove your understanding, such as a short answer assessments. The number of units you need to complete will depend upon whether you are taking the Certificate or Diploma:

- The Award requires completion of three units.
- The Certificate requires completion of five mandatory units.
- The Diploma requires completion of seven units (mixture of mandatory and optional).

Learning activities



Online resources



Preparation



Self assessment



Discussion



Assessment

Estimated learning time:
12 months

How to book

bookings.governmentcampus.co.uk

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