

Operational Management and Innovation

1. Overview

This Workplace-Based Learning Programme (WBLP) is designed to equip participants with the knowledge, skills, and understanding required to manage operational functions effectively. The programme focuses on the application of key operational concepts, tools, and techniques while fostering an environment that encourages innovation, creativity, and continuous improvement. Participants will gain practical skills to plan, implement, and evaluate operations while leading teams toward achieving strategic objectives.

2. Programme Outcome:

- Demonstrate understanding of potential risks within a unit
- Identify risks and assess their potential impact
- Develop and test contingency plans to manage risk effectively
- Select and scope work-based projects for a unit
- Create detailed project plans and implement them successfully
- Develop tools to measure key performance indicators
- Monitor, evaluate, and report on project progress
- Formulate operational strategies for a unit
- Develop, implement, and oversee operational plans
- Measure and assess the achievement of goals and objectives
- Identify opportunities for innovation within a unit
- Apply techniques to promote creativity and problem-solving
- Develop a plan to create a work environment that encourages innovation
- Lead teams through structured creative thinking processes

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0806

SAQA US:

252025, 252022, 252032, 252020

NQF Level:

5

Credits:

30

Entry Requirements:

Communication & Mathematical Literacy at NQF 4

Training Options:

Online - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required: (1) Online & (1) Face-to-face

3. Programme Content

- **(252025 US):** Monitor, assess and manage risk
- **(252022 US):** Develop, implement and evaluate a project plan
- **(252032 US):** Develop, implement and evaluate an operational plan
- **(252020 US):** Create and manage an environment that promotes innovation

4. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

5. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation