PROGRAMME SPECIFICATION

1. Key Information

Programme Title:	FDSc Operational Management
Awarding Institution:	Buckinghamshire New University
Teaching Institution(s):	Buckinghamshire New University
Subject Cluster:	Business
Award Title (including separate Pathway Award Titles where offered):	FDSc Operational Management
Pathways (if applicable)	N/A
FHEQ level of final award:	5
Other award titles available (exit qualifications):	Certificate of Higher Education
Accreditation details:	None
Length of programme:	2 years
Mode(s) of Study:	Full Time
Mode of Delivery:	In person (on-site) delivery
Language of study:	English
QAA (Quality Assurance Agency) Subject Benchmark(s):	Subject Benchmark Statement Business and Management. UK (United Kingdom) Quality Code for Higher Education.
Other external reference points (e.g., Apprenticeship Standard):	The IfATE (Institute for Apprenticeships and Technical Education) Operations or Departmental Manager Occupational Standards ST0385 (Date updated: 25/01/2023)
Course Code(s):	
UCAS Code(s):	
Approval date:	
Date of last update:	N/A

2. Programme Summary

The FDSc Operational Management programme is designed to prepare learners for a future career by providing initial educational requirements to develop high-quality graduates who will innovate beyond current practices within the field of operational management to inspire future development.

An Operational manager manages teams and/or projects, and achieving operational goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and

in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring. Roles may include: Operations manager, Regional manager, Divisional manager, Department manager and Specialist managers.

The design of the programme will provide learners with the knowledge, skills, and behaviours to be able to:

- Enhance operational efficiency
- Demonstrate strong leadership and team management skills
- Become adaptable problem solvers

Taught on-campus within a flexible, practical, industry-focused curriculum, learners are encouraged to reflect upon personal behaviour and actions, consider the impact that this has on others in the team, and demonstrate ongoing learning through the completion of an industry Project.

The FDSc Operational Management programme is:

- Ideal for learners who are considering a career in management
- A sound foundational learning base upon which to build a future-focused manager for an ever changing, and sometimes ambiguous business landscape
- Delivered through active learning and authentic assessment by both faculty and practitioners in the field of business management

3. Programme Aims and Learning Outcomes

Programme Aims

This programme aims to:

1. Provide learners with a thorough understanding of the methodologies, technologies and techniques used within the occupation of operational management
2. Enable learners to apply knowledge of efficient and effective management, leadership, and project management approaches within the context of industrial, business, and commercial environments
3. Instruct learners in how to engage with stakeholders, partners and suppliers and balance the ambiguity and uncertainty within the business world.
4. Create opportunities for learners to become adaptable and drive change through workforce teams, offering support and guidance where appropriate
5. Enable learners to be able to work individually and collaboratively in professional teams to enhance operational efficiencies

Programme Learning Outcomes

Knowledge and Understanding (K)

On successful completion of the programme, you will be able to:

ID	Learning Outcome

K1	Articulate relevant principles, practices, tools, and methods within operational management that can then be appropriately and systematically applied to given problems and situations.
K2	Explain operational management approaches and models, including creating plans to deliver objectives and setting KPIs (Key Performance Indicators).
K3	Demonstrate an understanding of data security and management, and the effective use of technology in an organisation.
K4	Recognise the business, industrial and commercial contexts in which effective operational management is expected utilising a variety of concepts, models, and techniques.

Analysis and Criticality (C)

On successful completion of the programme, you will be able to:

ID	Learning Outcome
C1	Review problem solving and decision-making techniques, including data analysis.
C2	Analyse decision making using effective problem-solving techniques
C3	Examine budgets and provide reports, and consider financial implications of decisions and adjust approach and recommendations accordingly.
C4	Review, producing reports, providing management information based on the collation, analysis, and interpretation of data.

Application and Practice (P)

On successful completion of the programme, you will be able to:

ID	Learning Outcome
P1	Develop an in-depth understanding to initiate and manage change by identifying barriers and know how to overcome them.
P2	Implement data security and management, and the effective use of technology in an organisation.
P3	Deploy approaches to risk management.
P4	Demonstrate delegating effectively and enable delivery through others.
P5	Apply time management techniques and tools, and how to prioritise activities and the use of different approaches to planning, including managing multiple tasks.

Transferable skills and other attributes (T)

On successful completion of the programme, you will be able to:

ID	Learning Outcome
T1	Input into strategic planning and create plans in line with organisational objectives.
T2	Seek the views of others and value diversity.
T3	Identify and share good practice, and work collaboratively with others both inside and outside of the organisation.

Graduate Attributes

The BNU (Buckinghamshire New University) Graduate Attributes of: Knowledge and its application; Creativity; Social and ethical awareness and responsibility; and Leadership and self-development focus on the development of innovative leaders in professional and creative capacities, who are equipped to operate in the 21st Century labour market and make a positive impact as global citizens.

On this programme, graduate attributes are developed through the practical application of analysis skills in a variety of creative situations, including genuine business scenarios and case studies (C1-C4). Analysis, evaluation, and implementation are embedded throughout the programme in both individual and group tasks. An understanding and awareness of operational applications, business models and practices, and the importance of data and its security are embedded throughout the programme in both individual and group tasks and through appraisal of business scenarios and in the way, feedback is given to your own personal work, are fostered with a strong focus on operational management. (K1-K4). This nurtures the self-efficacy to develop your own work opportunities and to adapt to a constantly evolving technological work environment, which is supported by project work and other coursework to foster a spirit of enquiry and critical analytical and synthesis skills. (P1-P5, T1-T3)

4. Entry Requirements

The University's general entry requirements will apply to admission to this programme with the following additions / exceptions:

- Learners will normally have achieved 88-128 UCAS points; however, every application will be assessed on its individual merits.

If you do not meet the entry requirements you may, if you have relevant professional experience, still be invited for interview, where you will be required to demonstrate the necessary knowledge and understanding for entry onto the programme.

Previous study, professional and / or vocational experiences may be recognised as the equivalent learning experience and permit exemption from studying certain modules in accordance with our accreditation of prior learning (APL) process.

5. Programme Structure

Level	Modules (Code, Title, and Credits)	Exit Awards
Level 4	BAM4050 Introduction to Operational Management (20) BAM4022 Report Writing and Study Skills (20) BAM4023 Managing Collaborative Teams (20) BAM4024 Operational Planning and Control (20) BAM4025 Introduction to Project Management (20) BAM4026 Financial Management Principles (20)	**Certificate of Higher Education**, awarded on achievement of 120 credits at Level 4
Level 5	BAM5031 Quality Customer Service (20) BAM5032 Developing Self-Awareness (20) BAM5033 Supply Chain Management (20) BAM5034 Ethics in Operational Management (20) BAM5035 Data Analytics and Security (20) BAM5036 Industry Project (20)	

6. Learning, Teaching and Assessment

Learning and teaching

In today's world, operational management is an essential component of every sector and industry, from healthcare to finance, from marketing to transportation, and more. Our teaching and learning methods incorporate a growing emphasis on capability, competency, and performance. This is reflected in a range of learning approaches including simulated workplace environments, real-world projects informed by local client involvement, as well as newer approaches such as online evaluations, and role-playing scenarios.

The programme places a strong emphasis on practical coursework, both individually and in teams, to help you to develop the skills and knowledge necessary for success in your chosen management occupation.

The focus of this programme is to provide you with better control of your own educational journey, giving you the tools and techniques to enable you to self-regulate and to optimise your personal performance: self-reflection, performance monitoring, evaluation, and feedback within learning to support a more personalised journey and be responsible for own learning.

Modules on this programme will be taught in line with best practice across the University and in the sector. A variety of approaches, and effective use of the latest technology, will be blended to engage you in the classroom and labs to encourage full engagement and participation.

Discussions will also be around technology in the workplace and what future technology may be available not only in the next 2-3 years but in the next 10-15 years. There is a strong focus on becoming digitally enabled in the workplace as most job roles have a digital component.

A range of teaching methods will be used including:

Lectures

This is the most formal teaching strategy employed in teaching the modules. It is used to deliver a body of theoretical information to a large group of learners and is most effective when followed up by a seminar or tutorial session to consolidate learning.

The lecture format may be supported by written handouts, web or library references which serve to reinforce and expand the audio-visual information presented. In addition, staff will make appropriate use of the University's VLE (Virtual Learning Environment) and rich-media facilities. This will enable lecturers to enhance the traditional communication and learning mediums, as well as making material available to learners off-site and at the university.

Tutorials / Practical Sessions

Often in smaller groups, tutorials are guided learning sessions, which can either support a formal lecture by working through tutorial sheets with the help of a lecturer or by working through practical exercises in a computing room.

Seminars

These can vary from large group seminars, which provide an opportunity for the learner-led formal debate of topic areas, to 'impromptu' discussion sessions with smaller groups, which may for example follow the showing of a video.

Other techniques such as industrial visits, guest lectures and computer aided learning tools will be used where appropriate. This variety of techniques is aimed at stimulating your learning. The teaching and learning strategies for individual modules are detailed in the relevant module proforma.

Assessment

The assessment of this programme includes varied methods that are accessible to you. Assessments are, where possible, authentic, and tied to real-world contexts and constraints, allowing you to practically demonstrate the skills you have developed.

Incorporated into the last module is the use of a project activity to encourage you to think critically, solve challenging problems, and develop professional employability skills. This brings together the knowledge, practical and analytical skills that you have developed throughout the programme. This may take the form of a traditional project, practical coursework, or artifact development.

Furthermore, assessments will provide enough opportunity for learners to exhibit a level of innovation and creativity associated with excellence.

During Level 4, you will be exposed to a variety of summative and formative assessments whilst developing the academic skills to be a successful learner at university; programme content and learning outcomes strongly relate to you developing your knowledge, skills and behaviours and understanding of the subjects being studied and assessed. Assessments at Level 4 will be focused on ensuring you have the underlying knowledge, skills, and behaviours in preparation for Level 5.

Level 5 assessments will be primarily formative and will encourage the development of appropriate academic practice and concepts. The emphasis will be on frequent small-scale assessments wherever possible with a balance between formative and summative assessment.

Advice, Feedback and Collaborative Learning

Throughout your course you will receive feedback that will clearly indicate the strengths and weaknesses of your work to enable you to use this in further work you submit.

To ensure effective and timely feedback for you, customised approaches will be adopted, considering your specific requirements and your respective modules. Strategies include using mock exams and formative tests, maintaining work portfolios to track progress with regular tutor engagement, offering individual and group tutorials, facilitating peer review of presentations, providing model answers to complement assessment feedback, engaging in group discussions to promote collaborative learning and reflection, and utilising audio and video recordings to explain complex topics and offer guidance. Technology, such as virtual learning environments (VLE), can also assist in information sharing, support learning, and encourage collaboration.

Contact Hours

You can expect to receive approximately 12 hours of scheduled learning activities per week. These may include lectures, seminars, and workshops. A full breakdown of contact hours can be found in individual module descriptors.

7. Programme Regulations

This programme will be subject to the University's Regulations for Taught Programmes.

8. Support for learners

The following systems are in place to support you to be successful with your studies:

- The appointment of a personal tutor to support you through your programme
- A programme handbook and induction at the beginning of your studies
- Library resources, include access to books, journals, and databases - many of which are available in electronic format – and support from trained library staff
- Access to Blackboard, our Virtual Learning Environment (VLE), which is accessible via PC, laptop, tablet, or mobile device
- Access to the MyBNU portal where you can access all University systems, information, and news, record your attendance at sessions, and access your personalised timetable
- Academic Registry staff providing general guidance on university regulations, exams, and other aspects of students and course administration
- Central student services, including teams supporting academic skills development, career success, student finance, accommodation, chaplaincy, disability, and counselling
- Support from the Bucks Students' Union, including the Students' Union Advice Centre which offers free and confidential advice on university processes.

9. Programme monitoring and review

BNU has several ways for monitoring and reviewing the quality of learning and teaching on your programme. You will be able to comment on the content of their programme via the following feedback mechanisms:

- Formal feedback questionnaires and anonymous module 'check-ins'
- Participation in external surveys
- Programme Committees, via appointed student representatives
- Informal feedback to your programme leader

Quality and standards on each programme are assured via the following mechanisms:

- An initial event to approve the programme for delivery
- An annual report submitted by the External Examiner following a process of external moderation of work submitted for assessment
- The Annual Monitoring process, which is overseen by the University's Education Committee
- Periodic Subject Review events held every five years
- Other sector compliance and review mechanisms

10. Internal and external reference points

Design and development of this programme has been informed by the following internal and external reference points:

- The Framework for Higher Education Qualifications (FHEQ)
- Institute for Apprenticeships & Technical Education
- The QAA UK Quality Code for Higher Education
- The BNU Qualifications and Credit Framework
- The BNU Grading Descriptors
- The University Strategy Thrive 2028

Buckinghamshire New University

Mapping of Programme Learning Outcomes to Modules

Programme Learning Outcome	Knowledge and understanding (K)					Analysis and Criticality (C)				Application and Practice (P)					Transferable skills and other attributes (T)				
Module Code (Core)	K1	K2	K3	K4		C1	C2	C3	C4	P1	P2	P3	P4	P5	T1	T2	T3		
Level 4																			
BAM4050 Introduction to Operational Management	X			X		X	X		X		X	X			X	X			
BAM4022 Report Writing and Study Skills		X					X							X		X	X		
BAM4023 Managing Collaborative Teams	X			X			X		X	X	X	X	X	X					
BAM4024 Operational Planning and Control	X			X		X	X		X		X								
BAM4025 Introduction to Project Management	X					X			X	X									
BAM4026 Financial Management Principles	X		X			X	X	X	X	X	X	X			X	X			
Level 5																			
BAM5031 Quality Customer Service	X			X		X	X		X	X		X							
BAM5032 Developing Self-Awareness		X		X			X		X					X		X	X		
BAM5033 Supply Chain Management	X					X	X		X		X	X	X		X		X		
BAM5034 Ethics in Operational Management	X		X	X		X													
BAM5035 Data Analytics and Security	X		X			X	X		X		X	X				X			
BAM5036 Industry Project	X		X	X		X	X		X	X	X		X	X					