

Operations/Departmental Manager Level 5

Apprenticeship Standard for Operations/Departmental Manager



A management apprenticeship. An operations/departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy.

The employee must meet a minimum level of English and Maths skills in order to undertake this course.

To be eligible – you must:

- Be aged 16 years or older
- Have been resident in the UK/EU for at least three years prior to commencing their apprenticeship
- Be employed in England and have a Contract of Employment
- Work for at least 30 hours per week
- Not currently enrolled onto any other apprenticeship, or another DfE funded FE/HE programme

Training is arranged to suit you

The Operations/Departmental Manager Apprenticeship includes a 20% off-the-job training requirement.

Training takes on average 30 months to complete, however this can be shorter dependent upon whether the employee has any recognition of prior learning (RPL) or unit/credit exemptions. We will discuss this with your staff at enrolment.

Programme Structure

The apprenticeship is made up of the following components:

- Level 5 Diploma in Leadership & Management or equivalent
- Functional Skills English and Maths (Level 2)

Assessment Practice

Regular evaluation sessions with managers and trainers will include performance and a series of professional discussions. Recommended completion of a recognised Leadership & Management diploma at level 5. To prepare for a final assessment apprentices will be asked to complete a number of activities in-between visits.

End Point Assessment

Apprentices access End Point Assessment following a gateway discussion with their employer and trainer where entry requirements are discussed, checked and recorded including functional skills at the required level. The End Point Assessment will include the following types of assessment:

- Knowledge test using scenarios and questions.
- Structured competency based interview.
- Assessment of portfolio of evidence.
- Assessment of the work based project followed by a presentation of the project with Q&A session.
- Professional discussion.

Training Covers

• Personal Development

eg: Apprentices learn how to identify, create and drive a personal development plan through use of time management and prioritisation techniques. Reflect on own performance, working style and its impact on others.

• Leading and Managing People

eg: Apprentices learn about communicating organisational vision/goals & apply to teams. Support development, support high performance working, and support the management of change, manage talent and performance, develop, build and motivate teams, delegate and enable delivery through others.

• Communication

eg: Apprentices learn how to communicate effectively (verbal, non-verbal, written, digital), chair meetings and present using a range of media, challenge and feedback. Build trust, use effective negotiation and influencing skills, manage conflict, identify and share good practice.

• Decision Making

eg: Apprentices learn about how to undertake critical analysis and evaluation to support decision making using effective problem solving techniques.

• Operational Management

eg: Apprentices learn about inputting to strategic planning, create & deliver operational plans in line with organisational objectives and identifying / overcoming barriers. Commercial awareness identifying opportunities, setting KPIs, monitoring performance, produce management reports.

• Project Management

eg: Apprentices learn about setting up and managing a project using relevant tools and techniques, understand process management and risk management.

• Finance

eg: Apprentices learn about business finance: how to manage budgets, and financial forecasting, monitor budgets and provide reports, consider financial implications of decisions, adjust approach accordingly.

If you require any further information, please do not hesitate to contact us on:

Tel: **0191 477 0840** or at **train@trainltd.org**



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