

Operations / Departmental Manager: Level 5 Apprenticeship

Despite technological advances, productivity growth has stagnated or declined the world over. In this economic climate, marked by volatility, uncertainty, complexity and ambiguity, Operations and Departmental Managers play a key role in unleashing their team's productivity and assisting in the long-term growth of their organisations.

Delivery & Support

- 12 to 17 months (including EPA)
- Spread over three core themes, which can be taken in any order
- Self-paced virtual study – all course materials and assessments are accessible 24/7
- 9 practice-focused live sessions with industry experts
- 3 full-day in-person workshops (at the end of month 6, 9, 12)
- Monthly one-on-one mentoring sessions
- Quarterly progress reviews with apprentice, line manager and mentor

Structure & Assessment

- Each module focuses on and combines various learning areas and features one practice based summative assessment [work-relevant deliverables] as well as several formative assessments, quizzes and practice activities.
- This innovative pedagogy ensures that apprentices can check their progress and understanding as they learn.
- Apprentices receive relevant immediate feedback, frequent peer and expert feedback to help them grow personally and professionally and to identify gaps early on.
- All assessments are closely related to the learner's work environment, revolving around the challenges and opportunities they are faced with.

Aims & Outcomes

- The programme structure allows apprentices to progress through each core theme exploring themselves as leaders with the responsibility, not only to be an effective part of a team, but also to manage their business unit and team, and drive them to deliver results and reach departmental and organisational goals.
- Assessments are relevant to the apprentice and their organisation and are designed to challenge established thinking, develop new ways of working and drive personal and organisational performance.
- Working with peers and faculty, participants get to explore, imagine and engage in a safe and supportive environment, with the goal of applying their learning in the context of their role.

Entry Requirements

- Individual employers set the selection criteria for their Apprenticeships.
- Candidates will typically have five GCSEs at Grade C or higher, including English and Mathematics, and hold a minimum of 48 UCAS points [or equivalent].
- Funding rules require an individual to be employed and working at least 50% in England .
- Strong personal motivation and capability to benefit from and contribute to the programme.
- Line Manager support to undertake work-based assignments and build a portfolio of evidence.

- Apprentices without Level 2 English and Maths will need to achieve this level prior to taking the End Point Assessment.

Profile & Progression

- The apprenticeship is designed for Operations Managers, Regional / Divisional, or Department Managers – in short, anyone in charge of managing people and ambitions to become more effective in their role and to contribute more meaningfully to their team and organisation.
- Apprentices may become associate members of the ILM (Institute of Leadership and Management) and on completion, they can register as full members.
- Depending on experience, apprentices can further their studies by progressing to the Senior Leader Master's Level 7 Degree Apprenticeship.

Fees & Funding

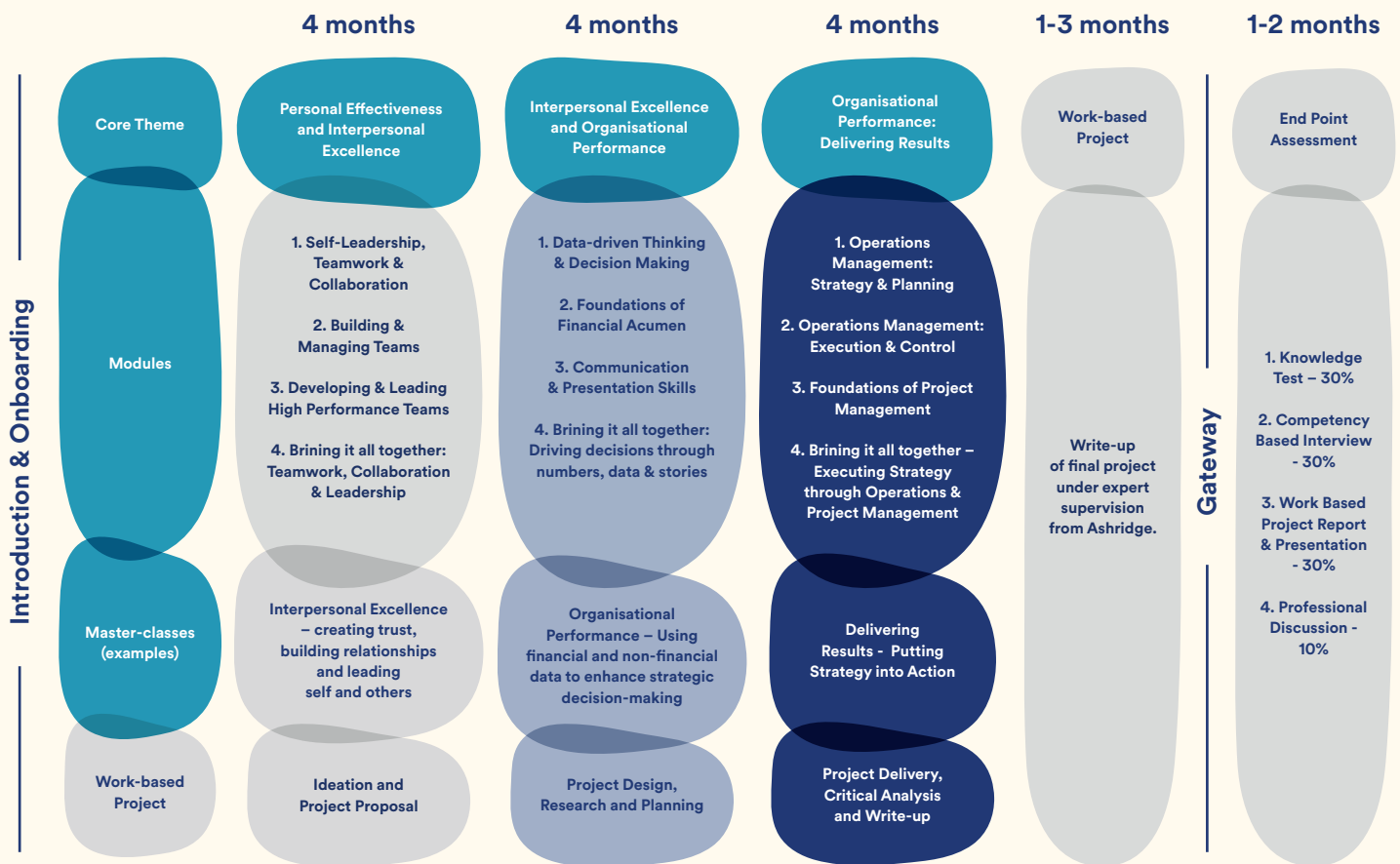
- The programme fee is £7000 per participant
- This matches the government funding band for the Operations Departmental Manager Apprenticeship Standard and can therefore be fully funded through the apprenticeship levy.

Intake & Next Steps

Next intake: February, June 2021

Contact us to discuss your requirements.

Learner Journey



After successful completion, the apprentice, among other things, will be able to:

1. Display emotional intelligence and agility, leading by example and promoting self- and team-efficacy.
2. Apply relevant management models to drive team performance, productivity and organisational growth.
3. Assess, improve and expand operational capability and productivity through quality management, process improvements, and performance improvement plans.
4. Assemble, build, develop and manage high performing teams.
5. Build constructive and collaborative relationships, communicate effectively and successfully engage with stakeholders from a variety of different audiences.
6. Create operational plans, including KPIs and targets, and manage individual and team performance.
7. Facilitate cross-team collaboration to deliver departmental and organisational goals.
8. Align projects with organisational strategy, design a project charter and effectively manage project resources to deliver desired outcomes.
9. Provide relevant input to strategic planning, departmental strategy and execution.
10. Support, manage, communicate and lead change.
11. Create and monitor budgets, interpret and provide financial reports and consider financial implications of decisions.
12. Understand data security and management. Apply a data-driven approach to decision-making and problem solving.
13. Cultivate a culture of inclusion and diversity and an environment that empowers, values, accepts and motivates team members to positively impact team morale, productivity and bottom line.