

Operations/Departmental Manager Level 5 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 organisation's strategy.

Key responsibilities of an Operations / Departmental Manager may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

OVERVIEW OF PROGRAMME

Below are examples of what the Apprenticeship may include. By selecting specified units, Apprentices can also work towards achievement of the ILM Level 5 Diploma and in doing so, will also cover most of the knowledge and skills required for the Level 5 Apprenticeship.

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|  Project management |  Communication |
|  Leading and managing people |  Decision making |
|  Operational management |  Finance |
|  Building relationships |  Awareness and management of self |

END POINT ASSESSMENT

To successfully complete the Apprenticeship, each Learner must pass an independent End Point Assessment, which includes:

- **Consultative Project**
- **Professional Discussion**

Successful outcome will be graded as either Pass or Distinction.

DELIVERY STRUCTURE

Programme delivery is flexible and is tailored to meet industry, sector and roles needs. Apprentices benefit from a blended learning programme that includes:

- Skills coach and tutor support
- Online learning and delivery sessions
- Self-study tasks
- Regular progress reviews, calls or visits with their skills coach
- English/Maths specialist tutor support where required

**GIVE YOUR EMPLOYEES
THE OPPORTUNITY TO
ELEVATE THEIR CAREER
WITH AN APPRENTICESHIP AND
BECOME A LEADER IN YOUR
BUSINESS TODAY...**



SKILLS AND BEHAVIOURS

- 🌿 Benchmarking managerial skills
- 🌿 Agile
- 🌿 Takes responsibility
- 🌿 Professionalism
- 🌿 Inclusive
- 🌿 Core management techniques to drive results
- 🌿 Development of leadership
- 🌿 Strategic leadership in addition to day to day management

KEY INFORMATION

- 🌿 **Duration of Programme:** 20 months
- 🌿 **Qualifications Gained:** Level 5 Apprenticeship in Operations/Departmental Manager, ILM Level 5 Diploma in Management embedded qualification), Level 2 in Functional Skills Maths and English (if applicable)
- 🌿 **Typical Job Roles:** Operations Manager, Regional Manager, Divisional Manager and Specialist Managers
- 🌿 **Progression:** Upon completion Apprentices can register as full members with the Institute of leadership and management and/or the Chartered Management Institute. Those with 3 years of management experience can apply for Chartered manager status through the CMI. Progression to the Degree Level apprenticeships for Leadership and Management may be possible
- 🌿 **Programme Value:** £7,000 (funded by Levy or Government funding depending on company size)

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