

APPRENTICESHIP FOR OPERATIONS/DEPARTMENTAL MANAGER

Operations/Departmental Manager Apprenticeship (Level 5)

Role Profile – An operations/departmental manager is generally someone who is able to manage teams and/or projects, and has responsibility for planning, delivering and achieving departmental goals and objectives. They are accountable to a more senior manager, head of department or small business owner, and are responsible for the operational and/or policy delivery of the organisation's strategy.

It is applicable to professional managers from all sectors - the private, public or third sector - and all sizes of organisation.

This apprenticeship has been designed to provide access to development opportunities for as wide a range of individuals as possible. This includes individuals who are at the start of their career and who wish to take their first steps into professional management, as well as those who may already have developed practical experience but who wish to develop their theoretical understanding of management skills.

On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

Key responsibilities include:

Managing teams and/or projects, and has responsibility for planning, delivering and achieving departmental goals and objectives. They are accountable to a more senior manager, head of department or small business owner, and are responsible for the operational and/or policy delivery of the organisation's strategy.

What apprentices will learn

- Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs
- Know how to set up and manage a project using relevant tools and techniques, and understand process management.
- Understand business finance: how to manage budgets, and financial forecasting.
- Understand different leadership styles, how to lead multiple and remote teams and manage team leaders.
- Know how to manage multiple teams, and develop high performing teams.
- Understand approaches to partner, stakeholder and supplier relationship management including negotiation, influencing, and effective networking.

What's involved?

- Bespoke standards
- Functional skills (Literacy and Numeracy at Level 2)
- End Point Assessment (EPA)

How long does the apprenticeship take?

Each apprenticeship will be tailored to the learning needs of an apprentice considering their level of competencies and support required by the assessor, duration will range from 12-15 months.

What has changed from the framework?

- The new standards are now more bespoke to the employer/learner
- Created by industry experts, such as: CMI, Acivico, Agillisys, Anglo Educational, Balfour Beatty, Barchester Healthcare, Barclays Bank, Boots UK Ltd, BBC, Civil Service, Codegent, Co-op, Evolution Partnership, HMRC, Kinnerton Confectionery, NISA Retail Limited, One Stop, Opus Building Services, Sainsburys, Santander UK plc, Serco, umi Digital / Anglo Educational, Virgin Media, ILM, TUI, Markerstudy, Babcock, Gateshead Council, Lifetime



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How will apprentices be supported by the assessor?

- 1:1 sessions per month including teaching and learning, varied delivery mode: face to face/ distance learning
- Assessor to support the apprentice to be ready to complete Smart Assessor gateway activities
- Planned assessment and feedback to develop the knowledge, skills and behaviours of the apprentice
- Provide resources

Employer Responsibilities

- Provide opportunities in the work place to increase learner competencies
- Allocating time for 20% off the job training (1:1 training, group training, e learning, distance learning)
- Coaching and mentoring the learner via regular supervisions
- Support learners to increase speaking and listening skills through stimulated discussions
- Contribute towards to the self-assessment in the last month of the apprenticeship to learner is EPA ready

Career progression

On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

How does the EPA work?

Assessment	Area assessed	Assessed by	Minimum Mark	Weighting
Knowledge Test using scenarios and questions	Knowledge of leading people, managing people, building relationships, communication, operational management, project management, finance	Independent Assessment Organisation	15/30	30%
Structured competency based interview	Knowledge and application of learning relating to of leading people, managing people, building relationships, communication, operational management, project management, finance	Independent Assessment Organisation	10/20	20%
Assessment of portfolio of evidence	Application of knowledge and demonstration of skills and behaviours relating to leading people, managing people, building relationships, communication, operational management, project management, finance, self-awareness, management of self and decision making, taking responsibility, inclusivity, being agile, professionalism	Independent Assessment Organisation	10/20	20%
Assessment of the Workbased Project followed by a presentation on Work based Project – with Q&A session	The approach, implementation and outcomes of the work based project, and how learning was applied.	Independent Assessment Organisation	10/20	20%
Professional Discussion	Evidence of CPD, training and personal development activities and how learning was applied to the role and workplace	Independent Assessment Organisation	5/10	10%

USEFUL DOCUMENTS

Levy website: www.app-levy.co.uk
Course profiles and job role suitability:
Found on www.carefirsttraining.co.uk/training/
Employer responsibilities and course delivery info sheet:
 Available upon request on info@carefirsttraining.co.uk