



## Operations or Departmental Management Level 5 Apprenticeship

An operations/departmental manager is someone who manages teams and/or projects and is responsible for achieving operational or departmental 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.

### What skills do staff develop?

Staff develop professional competence in many areas by completing Operations Management Apprenticeship Standard. These include:

- Upon successful completion of the end point assessment, the apprentice will receive their award certificate.
- Organisational Performance—delivering results
- Operational Management
- Project Management
- Finance
- Interpersonal Excellence
- Leading People
- Managing People
- Building Relationships
- Communication
- Personal Effectiveness
- Self-Awareness
- Management of Self
- Decision Making
- Finance
- Behaviours
- Takes responsibility
- Professionalism.

Also, staff can improve their maths and English skills if they have not already achieved level 2 standards.

## **Duration**

Typically, 21-24 months

Regular attendance at training sessions. Use of bespoke virtual learning environment and face to face meetings arranged with nominated management coach.

Eligibility / Entry requirements: Aged 16-60 years. Passionate about your career in Management

Minimum 95% funding covered by Government in many cases 100% talk to us re-funding at contact below

## **Structure of Apprenticeship**

### **Phase 1 Initial assessment**

The **initial assessment** is a pre-course review to plan the candidate's training programme. Specifically, it provides the scope to develop a tailored programme which allows the candidate to acquire and practice the particular skills they need for the job role.

### **Phase 2 Training**

Here, the apprentice undertakes a programme of on and off-the-job training which develops the skills of a competent operations manager. Training fits round around working routines. MT+ trainers are on hand to offer ongoing support.

### **Phase 3 Gateway**

The **Gateway** is a review stage towards the end of the apprenticeship when apprentice, employer and MT+ trainer get together to see if any additional training or skills practice is needed.

### **Phase 4 End Point Assessment**

The apprentice is assessed by an independent organisation to see if they have reached the required standards.

## **Progression options after an apprenticeship**

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

Call: 07789 930837 for further information or email: [lesley@managementtrainingplus.com](mailto:lesley@managementtrainingplus.com)