

# Operations / Departmental Manager level 5



**In an ever-changing climate and against a backdrop of increasing challenges, such as building agile hybrid teams, managers need to be adaptive, resilient, flexible and technically competent to effectively lead through new ways of working. This programme is designed to develop key emerging skills including effectively managing remote and dispersed teams, and demonstrating agility in managing change and dealing with uncertainty.**

Ultimately, this programme develops world-class leadership that is responsive to new workforce dynamics and business needs. It is designed to give meaningful development by providing practical training, theoretical knowledge and industry awareness that can be implemented quickly. It is aimed at experienced managers, providing an opportunity to build on existing skills and expertise.

## Contents

- ▶ **Operational Management**
- ▶ **Change Management**
- ▶ **Collaboration and creative problem-solving**
- ▶ **Negotiating, influencing and managing conflict**
- ▶ **Developing high performing teams**
- ▶ **Remote management**
- ▶ **Project Management**
- ▶ **Data analysis and strategic planning**
- ▶ **Finance**

## Learning Journey

This training programme is based on the [Operations or Departmental Manager Apprenticeship Standard](#).

To provide an **immersive and varied experience**, the learning journey is made up of various teaching and learning methods, including practical and interactive workshops, project work, group work, and self-guided learning. Other teaching methods, such as flipped workshops, webinars and peer-to-peer learning, will also be used, if and when relevant.

Regular **on-programme assessment** can include assignments, presentations, reports, independent learning exercises, and building a portfolio of evidence. Every learner will also have regular progress reviews with their programme lead.

The **End Point Assessment** for this programme consists of two components: a presentation with questions and a professional discussion underpinned by a portfolio.

**On completion** of the programme, learners will gain the Level 5 Operations / Departmental Management Apprenticeship Certificate.

Typical training period of

**15–18 month**

followed by an End Point  
Assessment period of up to

**4 months**