

OPERATIONS OR DEPARTMENTAL MANAGER

LEVEL 5

APPRENTICESHIP STANDARD

This training programme is based on the Operations or Departmental Manager Apprenticeship Standard, so it's important that you familiarise yourself with it and the knowledge, skills and behaviours that it covers. You can find a copy of the standard [here](#).

HOW LONG DOES IT TAKE?

Typical training period of **15–18 months**

followed by an End Point Assessment period of up to **4 months**

SUMMARY

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.

WHAT DOES THE CONTENT LOOK LIKE?

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

WHAT DOES IT INVOLVE?

To provide an immersive and varied experience, the learning journey is made up of various teaching and learning methods including:

- ▶ Practical and interactive workshops (these are typically delivered remotely)
- ▶ Set assignments & independent learning exercises
- ▶ Project work
- ▶ Self Guided Learning including Digital Workbooks
- ▶ Progress reviews with your dedicated Programme Lead
- ▶ Other methods such as flipped workshops, webinars and peer to peer learning, if and when relevant.

ASSESSMENT & QUALIFICATIONS ACHIEVED

Regular on programme assessment including reports, presentations, project work, research assignments and the development of a portfolio of evidence.

The End Point Assessment for this programme consists of two components:

- ▶ Professional discussion, underpinned by a portfolio of evidence
- ▶ Project proposal, presentation and questioning

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

