

OPERATIONS/DEPARTMENTAL MANAGER

LEVEL 5

APPRENTICESHIP STANDARD

HOW LONG DOES IT TAKE?

18 months

followed by EPA period

WHO WILL THIS PROGRAMME BENEFIT?

In an ever-changing climate and against a backdrop of increasing challenges, such as the Covid-19 pandemic, 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, successfully implementing new organisation strategies, confidently working with ambiguity 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. With modules on culture, leadership and management practices, it shares theories, frameworks and case studies to help generate new thinking on the art of leadership. 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, deepen knowledge and skillset on current leadership theories and practices, and implement new strategies for successfully managing teams.

WHAT DOES THE CONTENT LOOK LIKE?

This level 5 apprenticeship programme is designed to develop key emerging skills including effectively managing remote / dispersed teams, successfully implementing new organisation strategies, confidently working with ambiguity and demonstrating agility in managing change and dealing with uncertainty.

Areas covered include:

- ▶ Operational Management
- ▶ Change Management
- ▶ Leading and managing people
- ▶ Developing high performing teams
- ▶ Remote management
- ▶ Data analysis and strategic planning
- ▶ Creative problem solving & effective collaboration
- ▶ Negotiating and influencing
- ▶ Managing Conflict
- ▶ Project Management
- ▶ Finance



OPERATIONS/DEPARTMENTAL MANAGER

LEVEL 5

APPRENTICESHIP STANDARD

The Long Distance Leader programme has been designed in direct response to new challenges and opportunities facing Bauer's leaders post Covid-19. The programme will also include three modules that focus on new ways of working and successfully managing dispersed teams, including:

- ▶ **Module One**
Architects – creating new structures, spaces and tools
- ▶ **Module Two**
Culturalists – creating values, habits, rituals and communities
- ▶ **Module Three**
Coaches – checking in without checking up to create high performance

WHAT DOES IT INVOLVE?

To provide an immersive experience, the learning journey includes:

- ▶ Practical and interactive workshops (face to face or online)
- ▶ Set assignments & independent learning exercises
- ▶ Project work
- ▶ E-learning modules
- ▶ Peer to peer learning
- ▶ Progress reviews and mentoring with a development coach
- ▶ Some elements of the programme may also include flipped workshops, webinars, shadowing, job exchanges and additional mentoring

ASSESSMENT & QUALIFICATIONS ACHIEVED

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

The End Point Assessment for this programme includes:

- ▶ Knowledge Test
- ▶ Competency based Interview
- ▶ Assessment of portfolio of evidence
- ▶ Presentation of work-based project, with Q&A
- ▶ Professional discussion related to CPD activity

On successful completion of this programme, learners will achieve the Level 5* Operations Manager Apprenticeship Certificate. (Level 5 is equivalent to foundation degree or Higher National Diploma) and can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management. Those with 3 years' of management experience can also apply for Chartered Manager status through the CMI.

