

Level 5

APPRENTICESHIP STANDARD

Operations/Departmental Manager



For careers in operations or departmental management

- Operations manager
- Regional manager
- Divisional manager
- Department manager
- Specialist manager

Standard overview

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.

This apprenticeship is suitable for professional managers from all sectors, and will typically take around two and a half years to complete, although the exact duration will be dependent on the previous experience of the individual.

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 and Management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

The assessment approach will ensure that apprentices meet the skills, knowledge and behaviour outcomes as defined in the Standard.

Standards – the benefits

At Learning Unlimited, we provide high quality training and development solutions for organisations across the UK. The Level 5 apprenticeship standard offered by Learning Unlimited brings together a range of benefits. From start to finish, we work with your business to tailor our training to meet your needs. With an excellent track record in delivering customer service training to a variety of organisations and businesses, we can find a solution to help you take your staff to the next level.

Entry requirements

- The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at grade C/4 or above.

Duration

- 30 months

Workplace behaviours development

- Have the drive to achieve in all aspects of work.
- Have determination when managing difficult situations.
- To be open, approachable, authentic, and able to build trust with others.
- To be flexible to the needs of the organisation, and be creative, innovative and enterprising when seeking solutions to business needs.
- Be fair, consistent and impartial.

End Point Assessment (EPA)

- On-demand knowledge test
- Work based project followed by a presentation
- Competency-based interview
- Professional discussion

Skills and knowledge development

- Be able to input into strategic planning and create plans in line with organisational objectives.
- Support, manage and communicate change by identifying barriers and overcoming them. Demonstrate commercial awareness, and be able to identify and shape new opportunities.
- Produce reports, providing management information based on the collation, analysis and interpretation of data.
- Plan, organise and manage resources to deliver required outcomes.

Qualifications or Industry Accreditation gained

On completion, the apprentice will have gained a Level 5 Apprenticeship Standard in Operations/Departmental Management. They will also be eligible to register as a full member with the Chartered Management Institute and/or the Institute of Leadership and Management.

Delivery plan and apprentice progression

Throughout the apprenticeship, the apprentice is supported by the work-based tutor and employer mentor to ensure that they are progressing at the right pace and developing the skills and knowledge expected.

Month 1-9

- Leading people
- Managing people
- Building relationships
- Decision making
- Mock knowledge test
- Portfolio activities

Month 10-18

- Communication
- Operational management
- Project management
- Mock knowledge test
- Mock competency based interview
- Portfolio activities

Month 19-24

- Finance
- Awareness of self
- Management of self
- Mock professional discussion
- Mock work-based project
- Mock competency based interview
- Portfolio activities

Month 25-30

- On-demand knowledge test
- Work based project followed by a presentation
- Competency-based interview
- Professional discussion

Off-the-job training

Every apprenticeship includes off-the-job training – equivalent to one day per week. This takes place during time normally spent at work but does not include the usual daily duties and responsibilities carried out as part of their normal role. It can consist of work and tasks ranging from projects, lectures and seminars to day release, blended learning and training to use specialist equipment.

It can form part of regular weekly sessions or be combined for larger blocks of time, depending on the approach that works best for the employer.

The delivery plan is for illustrative purposes only and may be subject to change.

Progression

Upon successful completion apprentices may choose to register as members with the Chartered Management Institute and/or the Institute of Leadership and Management, to support their professional career development and progression.

By the end of the apprenticeship, successful apprentices with more than 3 years of management experience, and a Level 5 diploma, will have met the requirements to become a full member of the Chartered Management Institute, and will also be eligible to achieve Chartered Manager status should they wish. The apprentice will also meet the requirements for membership of the Institute of Leadership and Management.

Further development/progression routes will be available, which include higher level qualifications and professional development leading to Fellow or Chartered Fellow status.