



## OPERATIONS/DEPARTMENTAL MANAGER (LEVEL 5)

### **DURATION (EXCL EPA)**

18 months (£7000)

### **EPA DURATION**

3-5 Months

### **START DATE**

Various

### **ABOUT THE COURSE**

An operations/departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. They are accountable to a more senior manager or a 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

### **Course Overview**

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As part of the Operations Departmental Manager Programme, you will be required to develop Knowledge, Skills and Behaviours in the below areas within your organisation:

- Building Relationships
- Communication
- Finance
- Leading People
- Managing People
- Operational Management
- Problem-solving
- Project Management
- Managing Self and Self-awareness

## **Course Delivery**

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The course will be completed over an 18-month period, which will include the delivery of knowledge modules through 6 learning conferences at a pre-agreed time and location.

The learners will be visited by their tutor in the workplace on at least 3 occasions to identify standards of competence are being met. There will also be recorded professional discussions covering competence towards the standard. Learners are required to complete 6 written assignments as part of the programme.

The tutor will complete a progress review in the first 6 weeks and every 10-12 weeks thereafter, which will require the Employers presence. All work will be stored on an electronic portfolio ready to be submitted to the End Point Assessment Organisation.

## **End-Point Assessment**

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As part of the Apprenticeship Standard, you will be required to complete an End Point assessment at the end of your programme with an external Independent Assessor (EPAO). Throughout the programme, your tutor will prepare you for the End Point Assessment and complete mock assessments prior to your final assessment.

The following elements will be completed during the End Point Assessment for the Operations Departmental Standard:

- Work-based project
- Project Presentation and Questioning
- Professional Discussion
- Portfolio of Evidence

At the end of the final assessment, the below grades will be awarded by the EPAO:

- Fail
- Pass
- Distinction

## **Entry Requirements**

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Typical applicants will display a good attitude, a positive approach to learning & development and a high level of ambition. Apprentices will need to sit an initial assessment in both English and Maths.

Where a learner does not hold an equivalent to or GCSE grade 4 (C) or above, you will need to sit Functional Skills Level 2 English and Maths prior to taking the End Point assessment.

## **Qualifications**

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As part of the Team Leader/Supervisor Standard you will be achieving the following qualifications:

- Apprenticeship Standard Certificate for Operations Departmental Manager
- CMI Level 5 Diploma in Management and Leadership
- Functional Skills Maths (Level 2)\*
- Functional Skills English (Level 2)\*

\*Will be achieved if relevant qualification not already held prior to the Apprenticeship.

## **Learner Journey**

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Click [here](#) to find out more.

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## **About us**

We are a progressive learning and development business which supports businesses of all sizes to engage with and invest in emerging talent.

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