

OPERATIONS/DEPARTMENTAL MANAGER APPRENTICESHIP

Standard Overview

An operations/departmental manager is someone who manages teams and/or projects to achieve operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to senior managers or business owners. Working in the private, public or third sector and in all sizes of organisations. 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. Roles may include: operations manager, regional manager, divisional manager, department manager and specialist managers.



How we deliver

Whilst the programme overview overleaf identifies the plan for the delivery of the apprenticeship we appreciate that individual learners and their employers have individual needs, learning requirements and business objectives. To ensure that we can support you to meet these we will complete an in depth initial skills analysis to ensure that we can tailor our delivery to meet these unique requirements. We will then use the most relevant delivery methods to support your learners to achieve including:

- One to one coaching from a dedicated, professional tutor allocated to the learner for the duration of the programme
- Work based assignments and projects
- E-learning via ILM and webinar delivery
- Case studies & desk top simulations
- Job shadowing and mentoring
- Employer led technical training
- Independent learning and research

PROGRAMME OVERVIEW



Please see below a typical overview of this programme (subject to change).

MONTH 1	Induction, Leading People	MONTH 16	Problem Solving and Decision Making
MONTH 2	Leading People, Management of Self, English and Maths	MONTH 17	Leading People and Building Relationships
MONTH 3	Leading People	MONTH 18	Problem Solving, Decision Making, Project Management
MONTH 4	Managing People, Self-Awareness and English and Maths	MONTH 19	Problem Solving, Decision Making, Project Management
MONTH 5	Managing People	MONTH 20	Problem Solving, Decision Making, Project Management
MONTH 6	Building Relationships	MONTH 21	Problem Solving, Decision Making, Project Management
MONTH 7	Building Relationships	MONTH 22	Problem Solving, Decision Making, Project Management
MONTH 8	Communication	MONTH 23	Problem Solving, Decision Making, Project Management
MONTH 9	Communication	MONTH 24	Project Management and Communication
MONTH 10	Operational Management	MONTH 25	On Site Visit Mock End Point Assessment
MONTH 11	Operational Management	MONTH 26	Review Mock EPA and Carry Out Case Review With Employer
MONTH 12	Project Management	MONTH 27	Enter Gateway
MONTH 13	Project Management	MONTH 28	End Point Assessment
MONTH 14	Finance	MONTH 29	End Point Assessment
MONTH 15	Managing People and Operational Management	MONTH 30	End Point Assessment

Please note course schedules are subject to change, above is a guideline.



KEY FACTS



Duration: Standard guideline: 24-30 months

Entry requirements: Level 2 Maths and English

Apprentices without Level 2 English and maths will need to achieve this level prior to taking the end point assessment.



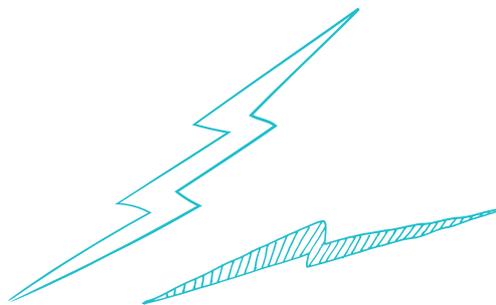
Skills, knowledge and behaviours

KNOWLEDGE	WHAT IS REQUIRED
Organisational performance – delivering results	<ul style="list-style-type: none">• Operational management• Project management• Finance
Interpersonal excellence – managing people and developing relationships	<ul style="list-style-type: none">• Leading people• Managing people• Building relationships• Communication.
Personal effectiveness – managing self	<ul style="list-style-type: none">• Self-awareness• Managing self• Decision making.

BEHAVIOURS	WHAT IS REQUIRED
To be developed and exhibited in the workplace	<ul style="list-style-type: none">• Takes responsibility• Inclusive• Agile• Professional.

UPSKILL YOUR WORKFORCE

COURSE DETAILS



ILM Level 5 Diploma for Leaders and Managers

Developed in line with the latest management Standards to support learners undertaking the operations/departmental manager apprenticeship. The embedded diploma ensures:

- The ability to lead, motivate and inspire to drive better results
- Core management techniques to provide practical leadership and operational skills
- Benchmark managerial capability against other professionals
- Raise professional profile within the organisation

The ILM is a highly respected awarding organisation that supports over 70,000 managers and leaders each year to improve and extend their skills. Providing learners with free membership to the institute of leadership and management and access to a wealth of online resources with the opportunity for professional membership of the institute on completion.

END POINT ASSESSMENT

Knowledge Test

A series of different scenarios and situations will be used, with a series of questions requiring responses which will demonstrate the apprentice's knowledge of that particular topic. The multiple choice knowledge test will be available online or paper-based.

Structured Competency Based Interview

The knowledge requirements within the Standard will be tested using a structured series of questions to assess the apprentice's knowledge.

Portfolio of Evidence

A completed portfolio will clearly demonstrate knowledge and understanding of real work environments, behaviours needed around team work and a collection of online evidence which might include:

- Written statements
- Observations
- Performance reviews
- Project plans
- Professional discussion
- Feedback from line manager, direct reports, colleagues, customers and stakeholders
- Reports
- Presentations
- Peer feedback – 180/360 degree assessment



PRESENTATION ON WORK BASED PROJECT

Work based project

The work based project provides a substantive evidence base from a business related project to demonstrate the application of skills and knowledge. Each project must enable the following to be demonstrated:

- The application of knowledge and skills
- The approach to planning and completion of the project
- The application of behaviours.

Presentation

The apprentice will deliver a 15 minute presentation which describes the objectives and outputs of their work based project, and will demonstrate:

- What the apprentice set out to achieve
- What they have produced in the project
- How they approached the work and dealt with any issues
- Confirm the demonstration of appropriate interpersonal and behavioural skills.

Question and answer session

The apprentice will provide responses to a series of competency based questions put to them by the panel members. The questions will require the apprentice to draw on their experiences throughout their apprenticeship but will also focus on the findings/recommendations made within their work based project activity.

Professional discussion relating to continuing professional development

The apprentice will provide evidence of any additional learning/CPD undertaken during the apprenticeship, which will include:

- Activity undertaken during the level 5 Diploma or learning activity
- Details of any formal or informal learning undertaken
- Details of any professional discussions undertaken or support provided through professional bodies.

Progression

Successful learners can progress to a Chartered Manager Degree Apprenticeship Level 6.



Business Benefits

For you the employer	Employers have designed the apprenticeship Standards to meet the needs of the sector and industry
Relevant	Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation
Widening participation	Apprenticeship Standards provide opportunities to employees that may not previously have been available
Development tools	A cost effective way to train your employees to undertake specific roles in your business
Return on Investment	On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015)

NEW
EXPERIENCES

