

Operations / Departmental Manager Apprenticeship Level 5



Apprenticeship Standard Title	Operations/Departmental Manager
Level	5
Sector	Management
Duration / Guided Learning Hours	30 months

The Programme

During this programme, your Operations or Departmental Managers will cover a variety of topics allowing them to contribute to and create strategic plans, create and deliver business plans which will be integral to your businesses progression. Your Operations or Departmental Managers will develop skills and knowledge, lead and manage teams, manage change, talent management and support others through mentoring and coaching.

Potential Job Roles

Operations Manager, Regional Manager, Divisional Manager, Departmental Manager, Store Manager, Service Manager and a variety of Specialist Managers.

Employer Benefits

An apprenticeship is first and foremost a job with substantial training and the development of knowledge and skills and behaviours, including transferable skills. Apprentices must be in paid employment for the duration of their apprenticeship, and combine working with studying. Apprenticeships are a way for people of all ages to 'earn while they learn', gaining a qualification and a real future.

- Apprenticeships are a tried and tested way to recruit new staff, retrain or up-skills existing staff
- Clear financial benefits as investment in apprenticeships has been proven to be repaid many times over
- Opportunity to develop supervisory / management / mentoring skills within existing staff

Your Operations/Departmental Manager will learn to:

- Be able to contribute to strategical planning
- Create and deliver business plans
- Manage change and talent
- Support people through coaching and mentoring

Mandatory Requirements		
Learners must achieve all 17 Mandatory Units		
Scenario based assessment		
Level	Reference	Unit Title
Leading People		
5	8420-500	The unit will provide learners with a knowledge of leadership styles, how to lead different teams, how to improve performance, the importance of organisational culture, and equality, diversity and inclusion in the workplace

5	8420-501	The unit will provide learners with a knowledge of how to manage multiple and remote teams, improve team performance and recruit staff member
Managing People		
5	8420-501	The unit will provide learners with a knowledge of how to manage multiple and remote teams, improve team performance and recruit staff members
Building Relationships		
5	8420-502	The unit will provide learners with an understanding of relationship management, collaborative working and conflict management
Communication		
5	8420-503	The unit will provide learners with a knowledge of interpersonal skills and how to apply different forms and techniques of communication

Portfolio of Evidence		
Level	Reference	Unit Title
Operational Management		
5	8420-507	The unit will provide learners with a knowledge of management models, continuous improvement, management systems, change management, use of technology and data security
Project Management		Learner Observation units
5	8420-508	The unit will provide learners with a knowledge of how to set up, manage and review a project
Finance		Learner Observation units
5	8420-509	The unit will provide learners with a knowledge of financial management, setting and maintaining budgets and financial forecasting
Leading people		
5	8420-504	The unit will provide learners with the skills to communicate organisational vision and goals, facilitate high performance working and support team through change
Managing People		
5	8420-505	This unit will provide learners with the skills to manage team performance, talent and delegate work
Building Relationships		
5	8420-606	This unit will provide learners with the skills to build and maintain relationships with internal and external stakeholders
Communication		
5	8420-307	This unit will provide learners with the skills needed to effectively communicate in a range of situations in a number of different formats
Operational Management		
5	8420-510	This unit will provide learners with skills to implement an operational plan, manage change, demonstrate commercial awareness and create management reports
Project Management		
5	8420-511	This unit will provide learners with the skills to plan, manage and evaluate a project
Finance		
5	8420-512	This unit will provide learners with skills needed to set, manage and review a budget
Self-Awareness combined knowledge and skills units		
5	8420-513	This unit will provide learners with the knowledge and skills to self-reflect, understanding emotional intelligence and learning styles

Management of Self combined knowledge and skills		
5	8420-400	This unit will provide learners with the knowledge and skills to manage their time and plan their personal development
Problem Solving and Decision Making		
5	8420-515	This unit will provide learners with the knowledge and skills to solve problems and make decisions

End Point Assessment	
Portfolio	20%
Mixture of written documents, audio and video evidence that showcases the professional application of their on-programme learning.	

Work Based Presentation	20%
15-minute presentation to a panel made up of the independent assessor, training provider and employer, describing the objectives and outputs of their work-based project, including the challenges and issues faced, and the interpersonal and behavioural skills they displayed, followed by a 15 minute Q&A.	

Online Knowledge Test	30%
Apprentices will present to a panel about a typical and substantive work-based topic which reflects occupational competence. The presentation should add further evidence by demonstrating the apprentice's communication skills.	

Competency-based Interview	20%
One-to-one interview with the apprentice, using structured questions to test their understanding and application of knowledge, and to assess their soft skills, behaviours and personal leadership style.	

Professional Discussion	10%
The ILM assessor leads a detailed discussion around the apprentice's personal and professional development, looking for clear evidence of focused CPD and how this has been applied to improve their performance in the workplace	

Qualification Progression	The qualification allows learners to progress in their career or to the following ILM qualifications: ILM Level 6 Award in Management Chartered Manager Degree Apprenticeship (England only) ILM Level 7 Qualifications in Leadership and Management Management related degree
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