



Operations Manager

Apprenticeship Standard

This Level 5 Apprenticeship will equip you with the knowledge, skills and behaviours required to work successfully as an expert in a Operations or Departmental Manager role.

Associated roles: Operational Manager, Regional Manager, Department Manager, Specialist Manager

Roles and Responsibilities

The Operations or Departmental Manager Role is someone who manages teams and/or projects. They are also responsible for achieving operational or departmental goals and objectives as part of the organisational strategy.

You will be accountable to a more senior manager or business owner and 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.

On completion, you will have achieved the **Level 5 Operations or Departmental Manager Apprenticeship**.



Level 5 Operations Manager Apprenticeship Standard



Who is it for?

Apprenticeships are open to anyone in England over the age of 16 and not in full time education. Apprenticeships can also be for new or existing employees.



Duration

Between 21-24 months. The first 18-21 months will be 'in learning' where the knowledge, skills and behaviours needed are developed. The final 3 months will be used to complete the EPA.



Delivery

Tutor-led remote and face-to-face training and portfolio building.

TOPICS COVERED DURING TRAINING

To develop the knowledge, skills and behaviours required for this standard you will cover topics such as: leading people, managing people, building relationships, communication, operational management, project management, finance, organisational governance, operational planning, stakeholder relationships, flexibility and accountability problem solving and decision-making. You will need to not only demonstrate your knowledge but also have to apply this to your practice. Behaviours within this standard include: taking responsibility, inclusivity and professionalism.

GATEWAY AND END POINT ASSESSMENT (EPA)

We will work with you and your employer to decide when it is time to start your EPA. You will enter the 'Gateway' and be prepared and supported by us for the two components. You will only have 'achieved' your apprenticeship when the EPA is complete.

- **Professional Discussion** - Underpinned by a portfolio of evidence - A formal discussion lasting 60 minutes covering the knowledge, skills and behaviours supported by the evidence in the portfolio of evidence which must be submitted by gateway.
- **Project** - During the training period, you will complete a project following gateway you will be given 12 weeks to write a project report and prepare a 20 minute presentation.

PROGRESSION OPPORTUNITIES

Depending on the development of your role there are a number of options:

- Level 6 Chartered Manager (Degree)
- Level 7 Senior Leader

