

# OPERATIONS/ DEPARTMENTAL MANAGER APPRENTICESHIP LEVEL 5

## EMPLOYER TRAINING & APPRENTICESHIPS

For new or existing staff

This apprenticeship standard is aimed at experienced Middle Managers who are looking to develop strategic skills. It supports those inputting to strategic planning, creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, supporting people through coaching and mentoring.

### Qualification

#### Operations/Departmental Manager Level 5 Standard

On achievement of end point assessment with the Chartered Management Institute, apprentices can apply to become a Chartered Manager

#### Delivery model and duration:

Training is delivered in the workplace. This is complimented by remote delivery where applicable.

**Duration:** 21 months, plus 3 months for End Point Assessment

#### Ideal for:

- Operations Managers
- Regional Managers
- Divisional Managers
- Heads of Department

#### The apprenticeship will cover the following core areas:

- Project management
- Finance
- Leading people
- Communication
- Self-awareness
- Decision-making
- Taking responsibility
- Professionalism

#### Benefits to business:

- Develop and grow your management pool
- Develop the leadership skills your business needs
- Get qualified and motivated staff
- Improve staff retention

#### Entry Criteria:

- GCSEs in English and maths grade 9 - 4 or A\* - C
- Must have at least three years of management experience

#### Benefits for learners:

- Understand yourself as a leader
- Learn solid techniques for planning and implementing complex pieces of work
- Put these skills into practice in your workplace
- Achieve a nationally recognised qualification

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## End Point Assessment

Through the Chartered Institute of Management, the End Point Assessment will test the entire standard, and be undertaken as follows:

- Assessment of knowledge through a test using scenarios, questions and responses
- Assessment of competency through competency based interview
- Assessment of portfolio of evidence
- Continuing Professional Development Log reviewed and professional discussion/question and answer session

### Area of knowledge

### Overview

Principles of Operational Leadership and Management in an Organisational Context

Learners will evaluate the impact of an organisations structure and governance on management and leadership. They will explore theoretical models, management and leadership styles and approaches designed to promote a culture of mutual trust, respect and support.

Developing, Managing and Leading Individuals and Teams to Achieve Success

The theoretical and practical approaches to developing, leading, and managing teams (remote or multi-disciplinary). The manager will look at techniques to assess current and future team capabilities, including the role of recruitment, selection and staff development which supports this

Managing Stakeholder Relationships

To build stakeholder relationships that are long lasting and sustainable, they need to be planned and developed. This unit explores the types and purposes of stakeholder relationships and the skills required to overcome challenges and manage these effectively.

Managing Projects to Achieve Results

The ability to manage projects is a vital skill for all managers. It requires the learner to evaluate the methods and tools for planning tasks and activities, as well as knowing how to implement and manage project activities, build stakeholder relationships, manage resources and risk, monitor progress and report on outcomes.

Managing Change

Change is inevitable if an organisation is to maintain competitiveness and currency of practice. This unit has been designed to enable the learner to evaluate types and reasons for change within organisations and be able to select and apply theoretical models for its management.

Creating and Delivering Operational Plans

The ability to translate organisational objectives into operational plans is an essential management skill. The importance of understanding the strategic direction of the organisation and how to contribute to the strategic planning process. This includes the need to set key performance indicators, monitor quality and outcomes against the plan, and know how to effectively report on findings.

Managing Finance

Financial acumen enhances decision-making skills, which in turn supports management of projects, tasks and functional areas. Learners will evaluate the sources of finance for organisations, and understand the principles for setting and managing budgets in line with regulatory and organisational guidelines. This unit has been designed to enhance the learner's confidence and credibility in financial management, which will translate into improved management skills.

Using Reflective Practice to Inform Personal and Professional Development

Reflective practice is an essential management tool, which supports the development of knowledge, skills and behaviours in the work place. By consciously analysing own performance, decision making, leadership and management skills (in different situational contexts); opportunities for on-going development can be identified.