



Level 5 Operations / Departmental Manager

An Operations or 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 organisations strategy. They are accountable to a more senior manager or 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. Roles may include: Operations manager, Regional manager, Divisional manager, Department manager and Specialist managers.

DURATION

The apprenticeship will typically take between 33 and 35 months to complete.

LEVEL

This apprenticeship standard is at Level 5.

QUALIFICATIONS

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

CAREER PROGRESSION

On completion, apprentices can register as full members with the Chartered management institute and/ or the Institute of leadership and management, and those with 3 years' of management experience can apply for Chartered manager status through the CMI.

| On Programme Learning

To achieve the Operations / Departmental Manager Apprenticeship Standard apprentices are required to complete successfully:

- the on-programme period of training and development, including achieving the required Maths and English qualifications
- the end-point assessment (EPA)

On-programme learning will increase skills, knowledge and behaviours in the following areas:

SKILLS	KNOWLEDGE	BEHAVIOURS
<ul style="list-style-type: none">• Operational management• Project management• Finance• Leading people• Managing people• Building relationships• Communication• Self awareness• Management of self• Decision making	<ul style="list-style-type: none">• Operational management• Project management• Finance• Leading people• Managing people• Building relationships• Communication• Self awareness• Management of self• Decision making	<ul style="list-style-type: none">• Takes responsibility• Inclusive• Agile• Professionalism

The end-point assessment for the Operations / Departmental Manager Apprenticeship consists of the following assessment components:

- Presentation with Q&A
- Professional Discussion underpinned by Portfolio of Evidence
- Project - Relevant and defined piece of work that has real business benefit. Could involve change plan, improvement review or direct saving

| Off-the-Job Training

Apprenticeships are about upskilling an individual. Reaching occupational competency takes time. Many employers and apprentices have praised the positive effect off-the-job training has on their productivity and apprentices feel valued by the significant investment in their training. You may already have existing training programmes or materials you can use to deliver elements of the apprentice's off-the-job training. Off the job learning at HBTC may include sessions at the training centre, with follow up tasks being assigned in the workplace, time for assignments and research and specific training within the workplace. All off the job training must be relevant to the Apprenticeship Standard being undertaken. This will be agreed before the learner commences the programme and a flexible approach will be taken to meet learner and employer needs.

For more information please contact us on

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 Apprenticeships