

Apprenticeship Standard: Operations / Departmental Manager Apprenticeship Level 5

Overview

An Operations/Departmental Manager manages teams and/or projects, and achieves specific goals and objectives within the structure of an organisation's 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 are consistent. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, steering change, financial and resource management, talent management, coaching and mentoring.

Knowledge and skills:	
These include: operational management, self awareness, decision making, building relationships and financial reporting.	
Key information:	
Duration	Typically this apprenticeship will take 24-30 months.
Qualifications	Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.
Progression	On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with three years' of management experience can apply for Chartered Manager status through the CMI.
Delivery	<p>Our guided teaching is delivered through a mix of live webinars delivered by a BPP University tutor, 24/7 access to recorded lectures and online lecture notes. Including online teaching sessions with face-to-face inductions and masterclasses.</p> <p>Students take part in live discussion with fellow learners during live webinars and via course forums.</p>
Entry requirements	The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.
Key responsibilities	Likely to include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.
Confirmed Funding Cap (as of Oct 17)	£9,000

*Information is relevant to start from 1st May – Starts prior to May 17 have different funding rules

Requirements

Employer

- Provide apprentices with a contract of employment for the duration of the apprenticeship on the first day of their apprenticeship and be paid at least a wage consistent with the law for both the time they are in work and in off-the-job learning
- Employer must not ask the apprentice to contribute financially to the direct cost of learning
- Provide the apprentice with paid time to attend off-the-job training, including additional support for English and Maths, or support accessed for learning difficulties and/or disabilities
- Recognise that the apprentice must complete the apprenticeship within their working hours
- Ensure apprentice spends at least 20% of their time in off the job training
- Enter into a contract with BPP University
- Support the apprentice to gain new skills

Apprentice

- Be in full-time employment for at least 30 hours a week
- Be an employee (have a contract of employment for the duration of the apprenticeship) on the first day of their apprenticeship and be paid at least a wage consistent with the law for both the time they are in work and in off-the-job learning
- A citizen of a country within the European Economic Area (EEA**) or have the right of abode in the UK, and have been ordinarily resident in the EEA for at least the previous three years on the first day of learning
- Not be enrolled on another apprenticeship at the same time
- Has the right to work in England
- Able to complete the apprenticeship in contracted working hours
- Be in a new job role (nine months or less), or in an existing job role, where significant new Knowledge and Skills are needed – employer statement of justification needed (relevant to the apprenticeship)



Modules and Content

1	Introduction to Leadership and Leadership Practice <ul style="list-style-type: none"> Understanding leadership styles Leading multiple and remote teams
2	Understanding Business Operations 1 <ul style="list-style-type: none"> Understanding operational management approaches Developing operational plans and performance targets
3	Personal Effectiveness 1 <ul style="list-style-type: none"> Understanding own impact and emotional intelligence Time management techniques
4	Understanding Business Operations 2 <ul style="list-style-type: none"> Knowledge of management systems Understanding how to initiate and manage change Effective use of technology in an organisation
5	Managing People <ul style="list-style-type: none"> Successfully managing multiple teams Developing high performing teams
6	Personal Effectiveness 2 <ul style="list-style-type: none"> Information based decision making Understanding organisational values and ethics
7	Finance for Non Finance Professionals <ul style="list-style-type: none"> Introduction to financial management Understanding and setting departmental budgets
8	Communication and Relationship Management <ul style="list-style-type: none"> Effective management of internal and external stakeholders Flexing leadership style to build rapport to influence and manage stakeholders Identification of sources of conflict in relationships and ways to mitigate or manage
9	Personal Effectiveness 3 <ul style="list-style-type: none"> Assessment of ongoing professional competence Ability to innovate and make informed, evidence based decisions.
10	Managing Business Projects <ul style="list-style-type: none"> Project team roles and responsibilities Project control factors - time, cost and quality Managing risk in the project planning process
11	Execution of Business Project <ul style="list-style-type: none"> Managing the full life cycle of a substantial departmental project and its stakeholders

Role Suitability

Specific job roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager and Specialist Managers.

Trailblazer Group

Includes: CMI, Acivico, Agillisys, Anglo Educational, Balfour Beatty, Barchester Healthcare, Barclays Bank, Boots UK Ltd, BBC, Civil Service, Codegent, Co-op, Evolution Partnership, HMRC, Kinnerton Confectionery, NISA Retail Limited, One Stop, Opus Building Services, Sainsburys, Santander UK plc, Serco, umi Digital / Anglo Educational, Virgin Media, ILM, TUI, Markerstudy, Babcock, Gateshead Council and Lifetime.



**Business Benefits of the Operations / Departmental Manager Apprenticeship
(created by a Trailblazer Group):**



Relevant

New Apprenticeship Standards created by Trailblazer Groups have been designed by employers, for employers, to develop the practical skills and behaviours that meet employers' needs.



Cost effective

With government funding available, apprenticeships offer the chance to develop talented individuals without bearing all the cost.



**Improving the standard
of apprentices**

The new Standards build on the strengths of the old frameworks with Skills, Behaviours and Qualifications that ensure apprentices are well-rounded and able to perform better in their roles.



Attract talent

The Operations / Departmental Manager Apprenticeship Standard provides an attractive combination of qualifications and work-based learning to appeal to new talent, including school leavers looking for an alternative to university. The apprentices earn a salary and have no tuition fees to pay.



Diversity

This apprenticeship provides opportunities to those who may previously not have had access to a Senior Leadership profession, increasing the diversity in your workforce to provide a well-rounded client solution.