

5



OPERATIONS OR DEPARTMENTAL MANAGER

The Operations/Departmental Manager Level 5 Apprenticeship prepares individuals for a career in operations or departmental management. This apprenticeship covers a range of topics, including leadership, strategic planning, financial management, project management, and change management.

Upon completion of the apprenticeship, apprentices will have a deep understanding of operations and departmental management and will be able to lead and manage complex projects, teams, and departments. They will also be equipped with the skills and knowledge to develop and implement strategic plans, manage budgets, evaluate performance, and drive change.

As an Operations/Departmental Manager, they will have a crucial role in ensuring that their department or operation runs efficiently and effectively, meeting the needs of their stakeholders, and contributes to the overall success of their organisation.



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Level 5



£0 to £350

Maximum cost for non-levy employers and micro-businesses



15+ months

Approximate on-programme training (does not include EPA period)



£7,000

Maximum cost/funding for levy employers



Knowledge

- Understand operational management approaches and model
- Know how to set up and manage a project using relevant tools and techniques
- Understand business finance: how to manage budgets, and financial forecasting
- Understand different leadership styles, how to lead multiple and remote teams
- Understand approaches to partner, stakeholder and supplier relationship management



Skills

- Self-awareness & management of self
- Planning & prioritisation
- Leading & Managing multiple & remote teams
- Building Relationships
- Problem-solving and decision making
- Managing Change
- Dealing with conflict
- Project Management and Business development tools
- Delegating & giving feedback effectively
- Finance and Data Security



Behaviours

- Drive to achieve
- Inclusive - Open, approachable, authentic, and able to build trust with others
- Agile - Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs
- Professionalism

ENROLMENT TIMELINE

- 01 Complete the online skills scan
- 02 Accept the Team's invitation to an induction session
- 03 Register in Bud (photo evidence of ID required)
- 04 Complete initial assessments (Functional Skills)
- 05 Attend enrolment session
- 06 Sign enrolment forms

CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME




OPERATIONS OR DEPARTMENTAL MANAGER ROADMAP

Modules are delivered holistically through-out the programme.

20+ months

15+ months

5+ months

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	End-Point Assessment
Apprenticeship Induction	Self awareness & management of self	Planning & prioritisation	Leading & Managing multiple & remote teams	Building Relationships	Managing Change	Delegating & giving feedback effectively	Problem solving and decision making	Dealing with conflict	Project Management and Business development tools	Finance and Data Security	End-Point Assessment Preparation	 Portfolio of evidence Project proposal Preparing presentation LIVE ASSESSMENT Professional discussion based on portfolio of evidence Presentation (with Q&A) about project
INDUCTION	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	
KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	
Preparing for your apprenticeship training	Emotional Intelligence Learning Styles Behavioural styles Interpersonal Skills Your impact on others	Time management Approaches to planning & prioritisation Operational plans KPIs Business planning Contingency planning Management Information systems	Leadership styles Leading multiple & remote teams Motivating teams Coaching & mentoring theories Performance and Talent management Recruitment & development of staff	Negotiation & influencing skills Stakeholder management Collaborative working techniques	Types of organisational culture Relationship between culture and change Change management theories Initiate & manage change Barriers to change & how to overcome them	How to delegate Giving constructive feedback Plan for professional discussion on Managing Teams	Problem solving techniques Decision making techniques	Causes of conflict in the workplace Strategies for dealing with conflict	Project governance and life cycles Risk Management PESTLE Porters 5 Forces Approaches to continuous improvement	Setting up budgets Managing budgets Forecasting What are management information systems? Contingency planning GDPR	Format of project proposal & criteria to be covered Format of presentation & criteria to be covered Recap of knowledge required for professional discussion	
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	EPA GATEWAY

Formal review every 8-12 weeks

0 - 6 months Functional Skills based on Prior Qualifications and Assessment results

