

Operational Departmental Manager Level 5



“Reach your full potential”





Level 5 Operational Departmental Manager

Overview

An operations/departmental manager manages teams and/or projects, achieving operational or departmental goals and objectives, they are accountable to senior management, and are responsible for providing input to strategic planning.

Delegates on this apprenticeship will develop key management skills that will equip them with the necessary tools to effectively manage teams and/or projects, as well as skills that enable them to effectively communicate and execute the organisation's vision, create and deliver operational plans, manage change whilst supporting people through coaching and mentoring.



Who is it for?

The operations/departmental manager standard is suitable for practising middle managers and those aspiring to senior management who want to develop their core management skills such as managing resources, recruitment and information management.



Regional Manager



Operations Manager



Specialist Managers

Senior Manager



Divisional Manager



Department Manager



Why do this apprenticeship – what are the benefits:

Employer Benefits

- Develops the strategic leadership skills and behaviours of managers.
- Develop effective and confident leaders with the ability to lead, motivate and inspire
- Achieve measurable improvements and results
- Empower managers to drive through and manage change
- Improve project management capability
- Development of workplace problem-solving skills
- Apprentices develop the critical skills demanded by employers
- Gains essential knowledge of models and theories of Management to ensure teams achieve organisational objectives
- Brings latest knowledge and practice into your business

Apprentice Benefits

- Use core management techniques to drive better results
- Develop ability to lead, motivate and inspire
- Increases knowledge and understanding of how a Manager should lead, handle processes and guide teams
- Applies learnt theories and models to practical situations within the workplace
- Provide strategic leadership as well as day-to-day management
- Benchmark managerial skills
- Gain new skills and knowledge
- Gain a professional qualification
- Apprentices can apply for membership of Chartered Management Institute and/or the Institute of Leadership & Management
- Progression to higher qualifications

Programme structure

The course is delivered via a mixture of face to face and online workshops, webinars, coaching sessions and work-place learning

Programme Breakdown

- 11 x 6-hour workshops to cover knowledge elements of the standard and diploma (may include face to face and online workshop delivery)
- 5 x skills development workshops and workplace visits
- 2 x 4-hour EPA preparation and Mock Assessment workshops
- 6 x 1-hour virtual coaching sessions
- 13 x 1½ hour Reviews
- Development of portfolio evidence and assessment completion
- Continuing Professional Development Log to be kept and maintained as part of the Portfolio of evidence
- Completion and achievement of the CMI or ILM Level 5 Diploma in Management
- Completion of work-based project
- Evidence of participation in 360 feedback
- Completion of online learning modules as part of off-the-job activities

Programme Length

Course duration 18-22 months plus EPA



How is training delivered?

An essential element of the ESP delivery model is to ensure you are supported at each stage in your journey to enable you to fully succeed.

You will be taught by learning and skills coaches who are experts in their field with significant practical experience. All learning and skills coaches are well qualified with management experience, with many in senior positions.

Our learning and skills coaches will:

- Deliver online and face to face workshops
- They will cover the knowledge needed for each module through interactive and informative sessions
- They will help plan independent learning activities
- They will provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams
- They will provide feedback on written assignments and evidence submitted
- They will support you with preparation for end point assessment



Programme Modules

The delivery is broken down into 10 topics:

SELF-AWARENESS

Self-reflection, understanding emotional intelligence and learning styles.

MANAGEMENT OF SELF

Manage time and plan personal development.

COMMUNICATION

Interpersonal skills and how to apply different forms and techniques of communication. Effective communication in a range of situations in a number of different formats.

MANAGING PEOPLE

Managing multiple and remote teams, improving team performance and recruiting staff members. Manage team performance and talent and delegate work.

LEADING PEOPLE

Communicate organisational vision and goals, facilitate high performance working and support team through change. Leadership styles, improving performance, the importance of organisational culture and equality, diversity and inclusion in the workplace.

OPERATIONAL MANAGEMENT

Management models, continuous improvement, management systems, change management, use of technology and data security. Implement an operational plan, manage change, demonstrate commercial awareness and create management reports.

BUILDING RELATIONSHIPS

Relationship management, collaborative working and conflict management. Build and maintain relationships with internal and external stakeholders.

FINANCE

Set, manage and review a budget. Financial management and financial forecasting.

PROBLEM SOLVING AND DECISION MAKING

Solve problems and make decisions

PROJECT MANAGEMENT

How to set up, manage and review a project.



ILM Diploma for Leaders and Managers (Level 5)

As part of the operation/departmental manager standard you are required to complete a leadership diploma; we have two diplomas on offer.

We are offering the ILM diploma alongside the Level 5 Operations / Departmental Manager Apprenticeship. This will be delivered as part of the workshop delivery during the course of the apprenticeship programme

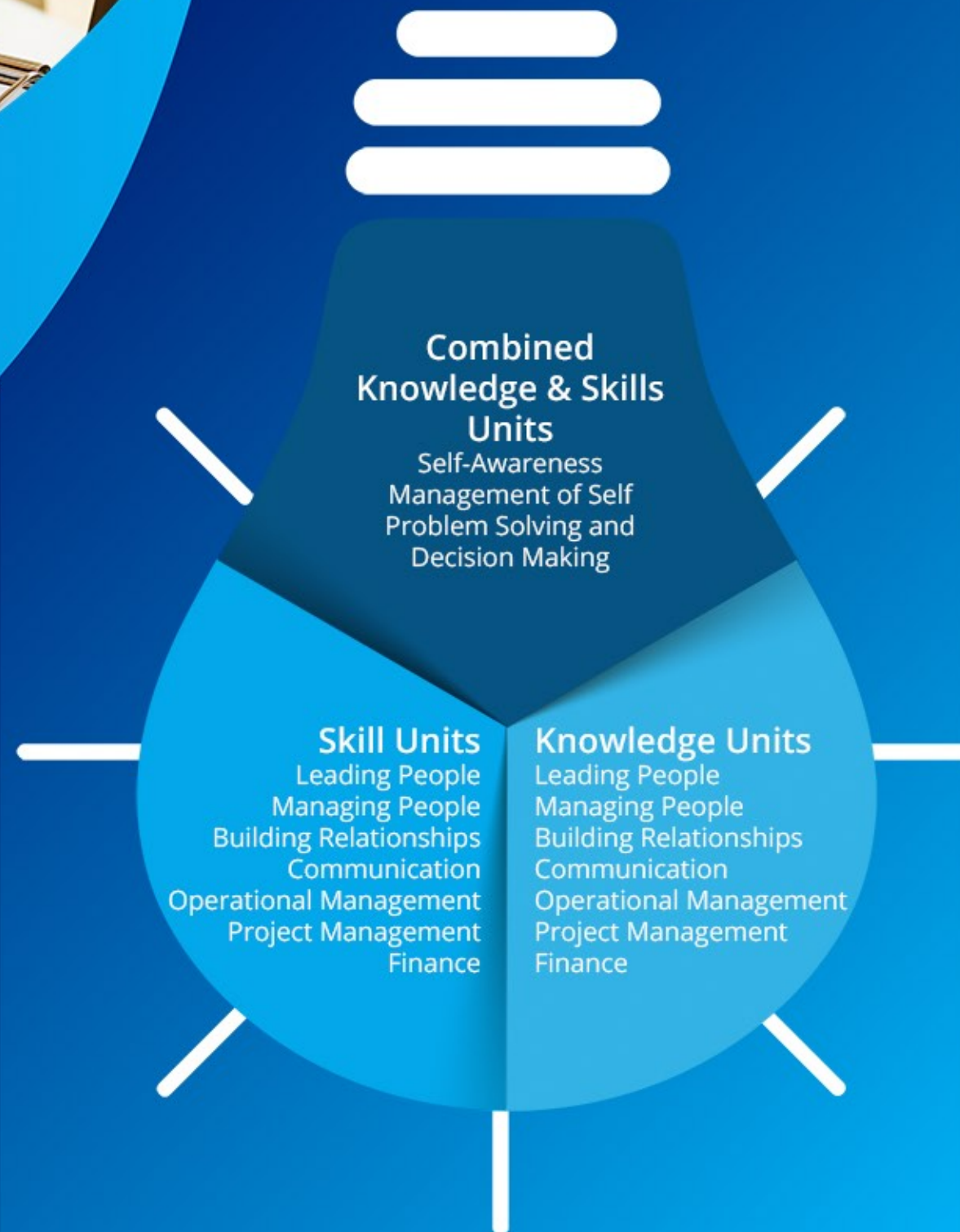
Diploma details:

Title: Level 5 Diploma for Leaders and Managers

Credits: 50 and 17 Units

All credits/units must be completed to achieve the qualification

The Level 5 diploma must be completed and achieved prior to end point assessment





CMI Diploma in Management & Leadership (Level 5)

As part of the operation/departmental manager standard you are required to complete a leadership diploma; we have two diplomas on offer.

We are offering the CMI diploma alongside the Level 5 Operations / Departmental Manager Apprenticeship. This will be delivered as part of the workshop delivery during the course of the apprenticeship programme

Diploma details:

Title: Level 5 Diploma in Management & Leadership

Credits: 37 and 8 Units

All credits/units must be completed to achieve the qualification

The Level 5 diploma must be completed and achieved prior to end point assessment

Course Units

- Principles of Management and Leadership in an Organisational Context
- Developing, Managing and Leading Individuals and Teams to Achieve Success
- Managing Stakeholder Relationships
- Managing Projects to Achieve Results
- Managing Change
- Creating and Delivering Operational Plans
- Managing Finance
- Using Reflective Practice to Inform Personal and Professional Development

Pre-Enrolment Activities

Before being accepted on to the apprenticeship you will need to complete the following pre-enrolment activities:

IAG Workshop

Attend a virtual workshop session to provide an overview of the following
Overview of the apprenticeship programme
20% Off the Job Training
Attendance at masterclasses and workshops

Initial Assessment:

Complete BKSb maths and English initial assessments

Diagnostic Assessment:

Complete BKSb maths and English diagnostic assessments

Pre-Start Enrolment Form

This form will provide us with basic information about your qualifications and past and current experiences

Skills Scan

Complete skills scan to identify the areas that will be covered during the course to determine whether there are development opportunities and scope for the learner to complete the apprenticeship

Remote Pre-enrolment Review

Attend 1:1 remote session with the learning and skills coach to talk through the pre-enrolment activities and skills scan to confirm suitability

Enrolment form (online):

Complete formal online enrolment form

Apprentice Agreement and Commitment Statement (online):

Read, discuss and agree the apprentice agreement and commitment statement

Formal on-boarding:

Apprentice invited to induction introduction to the apprenticeship programme and first learning session

Apprentices will need GCSE grade A to C or a Level 2 Functional Skill in maths and English. Apprentices who do not currently hold this are required to complete Level 2 Functional skills in maths and English prior to end point assessment (EPA)

Eligibility

The eligibility criteria is as follows:

- UK/EU Resident for three years
- Not currently a student in Funded Learning

Expectations and Commitment

We ask apprentices to:

- Attend all face to face and virtual workshops and master classes as per the delivery plan
- Attend all programme reviews with the Learning and Skills Coach
- Submit and upload assignments and evidence to the online e-portfolio (OneFile) by the stipulated target date to ensure completion of the qualification and apprenticeship within the given timeframe
- Complete all off the job activities to meet the 20% of the job requirement. Record all activities and reflections on OneFile
- Complete at least 4 to 6 hours of self-study each week inclusive of any online learning activities
- Complete shadowing of colleagues and mentoring





End Point Assessment

The end point assessment will begin once the employer, apprentice and ESP are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. As part of this process apprentices, employers and ESP will complete a 'Gateway' discussion to confirm competence.

The End-point Assessment consists of the following:

- Knowledge test using scenarios and questions – 30%
- Structured competency-based interview – 20%
- Portfolio of evidence – 20%
- Professional Discussion and review of CPD log – 10%
- Assessment of the Work based Project, Presentation and Q&A Session – 20%

Knowledge test using scenarios and questions –30%

Assessment of knowledge through scenario-based questions

The knowledge requirements will be tested using a structured series of questions to assess the apprentice's knowledge to ensure all aspects are given coverage.

A series of different scenarios and situations will be used, with a series of questions requiring responses which will demonstrate the apprentice's knowledge of that particular topic.

The knowledge test may be delivered online or be paper-based and is likely to be multiple choice.

Structured competency-based interview – 20%

A structured series of questions to assess your knowledge

The knowledge requirements within the Standard will be tested using a structured series of questions to assess the apprentice's knowledge to ensure all aspects are given coverage.

The interview can be conducted using a range of media (telephone interview, live media, online or written), whichever is the most appropriate for the apprentice.

Portfolio of evidence – 20%

Written statements

Presentations

Performance reviews between employer and apprentice

Observations (by Training Provider)

Project plans

Reports

Professional Discussion between Provider and Apprentice relating to projects and assignments

Feedback from line manager, direct reports, colleagues, customers, and stakeholders (captured through discussion)

Peer feedback – 180/360 degree assessment type approach

Professional Discussion and review of CPD log – 10%

Provide evidence of any additional learning/CPD undertaken during the programme, which will include:

Activity undertaken during the level 5 Diploma or learning activities

Details of any formal or informal learning undertaken

Details of any professional discussions undertaken, or support provided through Professional Bodies

The EPA assessor will complete a professional discussion with the apprentice to identify the objective of the activity and reflect on the outcome and how learning gained was applied

Assessment of the Work based Project, Presentation and Q&A Session – 20%

Each project must demonstrate the following:

The application of knowledge and skills to meet the outcomes in the standard

The approach to planning and completion of the project

The application of behaviours from the standard

The completed project work will be submitted to the independent assessor.

The Presentation

The presentation focuses on the outcomes of the Work Based Project. It will be given to a panel comprising the independent assessor, training provider and employer.

The apprentice will deliver a 15 minute presentation which describes the objectives and outputs of their work based project, and will demonstrate:

What the apprentice set out to achieve

What they have produced in the project

How they approached the work and dealt with any issues

Confirm the demonstration of appropriate interpersonal and behavioural skills.

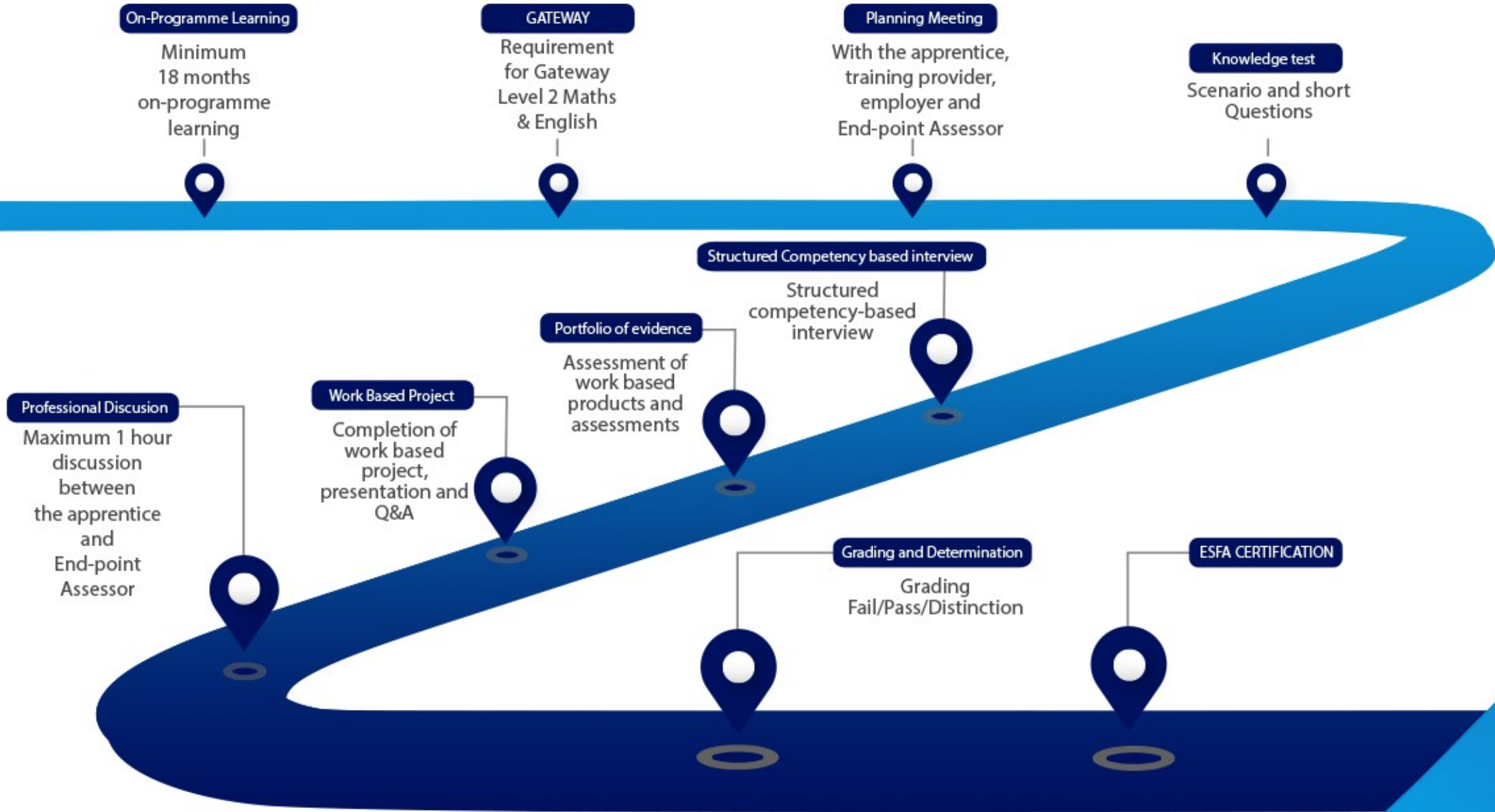
Question and Answer session

The apprentice will provide responses to a series of competency-based questions put to them by the panel members.

The questions will require the apprentice to draw on their experiences throughout their apprenticeship but will also focus on the findings/recommendations made within their Work Based Project activity.



EPA JOURNEY





“Reach your full potential”

Progression Opportunities

- Qualifications and further study up to post graduate level, including progression to the Chartered Manager level 6, Degree Apprenticeship and the Senior Leader master’s Level 7 Degree Apprenticeship
- Further career progression through work experience
- On completion, apprentices may choose to register as Associate/Chartered members with the Chartered Management Institute and/or the Institute of Leadership & Management, to support their professional career development and progression.