

Apprenticeships

Level 5 Operations/ Departmental Manager Standard

Apprenticeship Code: ST0385
Sector: Business



Length of Delivery

Up to 30 months.

Entry Requirements

Apprentices without Level 2 English and Maths (GCSEs at Grade C/4 or higher) will need to achieve these prior to taking the End Point Assessment. Employers can set their own entry requirements; however, learners must be of the right calibre and committed to achieve all components of their apprenticeships.

About the Role

An operations/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 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 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.

What Apprentices need to learn

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this, and it must take place in the apprentice's contracted hours.

All Apprentices will demonstrate the following Knowledge, Skills and Behaviours:

Knowledge / Skills:

- Organisational Performance - delivering results
- Interpersonal Excellence - managing people and developing relationships
- Personal Effectiveness - managing self

Behaviours:

- Takes responsibility
- Inclusive
- Agile
- Professionalism

Please go to the Institute of Apprenticeships website for further detail on the standard and assessment www.instituteforapprenticeships.org/apprenticeship-standards/operations-and-departmental-manager/

End Point Assessment (EPA): how apprentices achieve their qualification

When the apprentice reaches the end of the On-Programme Assessment stage, they pass through “Gateway” to the End Point Assessment (EPA). The end point assessment comprises a range of assessment methods, including a knowledge test, written portfolio of evidence, work based project with presentation with Q&A and a competency based interview, to build in rigour and ensure that all components of the Standard have been fully tested and met.

Before you can book end point assessment, Lakes College and the employer will sign off that the apprentice will be ready for EPA by a gateway assessment.

- Where an apprentice has not already achieved Level 2 English and Maths (GCSE C/4 or above), they must do so before taking the end point assessment.

Progression Opportunities

On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years of management experience can apply for Chartered Manager status through the CMI.

Units You Will Study

- Assessing Your Own Leadership Capability and Performance
- Develop Critical Thinking
- Budgetary Planning and Control
- Leading Innovation and Change
- Managing Remote Workers
- Managing Meetings
- Managing Improvement
- Developing people in the workplace
- Managing Communication

Next Stage

- If you are an employer please contact our Business Accounts Management lead via team-sales@lcwc.ac.uk, whom will arrange an appointment to support your recruitment needs.
- If you are an applicant please either:
Go to our website www.lcwc.ac.uk and apply
or contact our admissions team **01946 839300**
or email admissions@lcwc.ac.uk


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