

Apprenticeships +

Operations /
Departmental
Manager

Apprenticeship
Level 5





Quick Information

New Apprenticeship Standard designed by employers for employers

Sector

Applicable to all sectors and sizes of organisation

Who is it for?

New managers in post and existing managers who would benefit from leadership & management development

Start date

Flexible to suit employers

Level

Level 5

Duration

Typically 24 to 30 months

How does it work?

Delivery model is hybrid with both in College and remote learning, lessons take place monthly. In addition to this your Assessor will visit you in the workplace to assess and observe you carry out your day to day activities when managing your team.

An electronic portfolio systems is used to collate all evidence.

Content

This qualification is aimed primarily at individuals who are working as active or aspirational operational or departmental Manager.

You must manage teams to achieve operational departmental goals and objectives.

Have some responsibility for finance and resource management, problem resolution and change management.

Assessment

Assessment method 1 – A professional discussion underpinned by a portfolio of evidence

Assessment method 2 – A project proposal, presentation and questioning by a portfolio of evidence

Qualification

Operations / Departmental Manager Level 5 Apprenticeship.

A digital credential is a visual representation of knowledge and skills, and is issued online for the full qualification only, making it easy for individuals to demonstrate their competencies to employers, clients, and peers. Each digital credential has a unique URL that can be shared electronically via social media, in an email signature, and on a CV.

Additional qualifications

Level 5 Diploma for Operational Leader and Managers

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.

Review

After 3 years or when significant change is required.

Operations/Departmental Manager

An operations/departmental manager is someone who manages teams and/or projects and is responsible for 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.



Key Areas of Study

Your learner will cover essential knowledge, skills and behaviours on their programme. Full details of what will be covered are outlined below.

Knowledge and Understanding

Organisational Performance – delivering results

Operational Management

- Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs.
- Understand business development tools (eg SWOT), and approaches to continuous improvement.
- Understand operational business planning techniques, including how to manage resources, development of sales and marketing plans, setting targets and monitoring performance.
- Knowledge of management systems, processes and contingency planning.
- Understand how to initiate and manage change by identifying barriers and know how to overcome them.
- Understand data security and management, and the effective use of technology in an organisation.

Project Management

- Know how to set up and manage a project using relevant tools and techniques, and understand process management. Understand approaches to risk management.

Finance

- Understand business finance: how to manage budgets, and financial forecasting.

Interpersonal Excellence – managing people and developing relationships

Leading People

- Understand different leadership styles, how to lead multiple and remote teams and manage team leaders.
- Know how to motivate and improve performance, supporting people using coaching and mentoring approaches.
- Understand organisational cultures and diversity and their impact on leading and managing change.
- Know how to delegate effectively.

Managing People

- Know how to manage multiple teams, and develop high performing teams. Understand performance management techniques, talent management models and how to recruit and develop people.

Building Relationships

- Understand approaches to partner, stakeholder and supplier relationship management including negotiation, influencing, and effective networking. Knowledge of collaborative working techniques to enable delivery through others and how to share best practice. Know how to manage conflict at all levels.

Communication

- Understand interpersonal skills and different forms of communication and techniques (verbal, written, non-verbal, digital) and how to apply them appropriately.

Personal Effectiveness – managing self

Self -Awareness

- Understand own impact and emotional intelligence. Understand different and learning and behaviour styles.

Management of Self

- Understand time management techniques and tools, and how to prioritise activities and the use of different approaches to planning, including managing multiple tasks.

Decision Making

- Understand problem solving and decision making techniques, including data analysis.
- Understand organisational values and ethics and their impact on decision making.

Behaviours

Takes responsibility

- Drive to achieve in all aspects of work.
- Demonstrates resilience and accountability.
- Determination when managing difficult situations.
- Seeks new opportunities.

Inclusive

- Open, approachable, authentic, and able to build trust with others.
- Seeks the views of others and values diversity.

Agile

- Flexible to the needs of the organisation.
- Is creative, innovative and enterprising when seeking solutions to business needs.
- Positive and adaptable, responding well to feedback and need for change.
- Open to new ways of working.

Professionalism

- Sets an example, and is fair, consistent and impartial.
- Open and honest.
- Operates within organisational values.

Training, Tutoring and Assessment

The whole programme takes a minimum of 24 months to complete, typically at around month 22 is when the learner moves into Gateway and starts to work on End Point Assessment.

The pace at which the learner progresses will be driven by you and the learner. We will work closely with you to plan and deliver appropriate support and training. Your learner will mainly learn on the job, but training and one-to-one tutoring are a key part in the learners development; this could take place either in College, at the workplace or remotely.

Progress reviews will take place with you and your employer at regular intervals in order to review progress. You can use your normal performance management processes to monitor the progress of the apprentice, provide feedback and guide development.

We use an eportfolio within the College to track learning and development throughout the Apprenticeship and ongoing progress.

The Level 5 ILM Diploma for Leaders and Managers is the main qualification of the programme as it is a combined qualification where both Knowledge and Skills outcomes are core components. It also facilitates the development of a portfolio of evidence which is a requirement of the final assessment. Registration with a relevant professional body (ILM) to provide access to management resources, wider networks, and Continuing Professional Development (CPD) activities is also advisable.

End Point Assessment

In conjunction with the College, you will be asked to formally sign-off that the learner has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard and confirm they are ready to move on to the final assessment, which will be measured as follows:

Assessment method 1

A professional discussion underpinned by a portfolio of evidence. City & Guilds/ILM will provide the title/topic of the presentation and the questions will be based upon this.

Assessment method 2

A project proposal, presentation and questioning.

For more information on the assessment for Operations/Departmental Manager Apprenticeship please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment.



Apprentice Entry Requirements

The entry requirements for this apprenticeship will be decided by you as the employer, but may typically be five GCSEs at Grade C or higher. Learners without Level 2 English and Maths will need to achieve this level prior to taking the final assessment. If English and Maths tuition is required, we will provide this.

Progression Opportunities

On completion, Apprentices may choose to register as Associate members with the Institute of Leadership and/or Chartered Management Institute, to support their professional career development and progression.

More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email apprenticeshipsandtraining@sheffcol.ac.uk or call **0114 260 2600** to speak to one of our friendly employer advisors.

Get In Touch

Email

apprenticeshipsandtraining@sheffcol.ac.uk

Call

0114 260 2600

X

@sheffcol

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linkedin.com/company/the-sheffield-college



Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to train and get the best out of your member of staff.

We help you get the smartest deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard. At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.