



**Riverside
College**

Widnes & Runcorn

Level 5

**Operations / Departmental
Manager Apprenticeship**



99%
Employer Satisfaction

Level 5

Operations / Departmental Manager Apprenticeship

Summary

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 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 .

Entry Criteria

We would expect apprentices to have a minimum of 4 GCSE' s Grades 9-4 (A-C) including Maths and English

Attendance

Assessor visit at the workplace once a month

What will I learn?

The Apprenticeship standard includes :

- Leading People
- Managing People
- Building Relationships
- Operational Management
- Decision Making
- Project Management
- Finance

Key words

- Project Management
- Managing Teams
- Operational Management
- Budgets
- Financial Forecasting
- Contingency planning

Duration

30 months + End Point
Assessment

The Apprenticeship Journey

Initial Steps



Make an application

- Via your employer
- Or for a new apprenticeship vacancy

Interview Stage

(NA for existing employees)

Initial Assessment

Functional Skills (if required)

Your Apprenticeship



Induction (0-3 months)

- Start with employer
- Enrolment / commence college
- Understand expectations



On Programme (3– 30 months)

- Assessor visit (once a month)
- Work towards knowledge, skills and behaviours (KSB's)
- Develop Portfolio



Gateway (30 months+)

- Achieved level 2 Maths/ English
- Completed Portfolio
- Submitted project proposal title and scope
- Competent in KSB's

Your End Point Assessment



End Point Assessment (30 months+)

- Graded Distinction, Pass, Fail

Assessment Type

Professional discussion

Project proposal, presentation and questioning

How To Contact Us



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