



## Level 5

# Operations / Departmental Manager Apprenticeship

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### 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 :

- ILM Level 5 Diploma in Leadership and Management
- Leading People
- Managing People
- Building Relationships
- Operational Management
- Project Management
- Finance

### Key words

- Project Management
- Managing Teams
- Operational Management
- Budgets
- Financial Forecasting
- Decision Making

### 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)
- Study towards ILM L5 Diploma
- Work towards knowledge, skills and behaviours (KSB's)
  - Develop portfolio
- Complete work based project

### Gateway (30 months+)

- Achieved level 2 Maths/ English
- Achieved ILM L5 Diploma
  - Completed Portfolio
  - Completed project
  - Competent in KSB's

## Your End Point Assessment



### End Point Assessment (30 months+)

- Graded Distinction, Merit, Pass, Fail

### Assessment Type

Knowledge Test

Competency based Interview

Assessment of Portfolio

Professional Discussion

Assessment of work based project



# How To Contact Us

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## Employer Services:

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