



## APPRENTICESHIP STANDARD INFORMATION FOR LEARNERS

Apprenticeship Title	<b>Operations/Departmental Manager Apprenticeship</b>		
<b>Duration</b>	Expected Duration of 30 months	<b>Level</b>	5
<b>Overview of the job role on completion of your apprenticeship</b>	An operations/department 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, Departmental manager and specialist managers.		
Breakdown of what will be covered during your Apprenticeship			
<b>Skills</b>			<b>Knowledge</b>
Operational Management	Takes responsibility		Operational Management
Project management	Inclusive		Project management
Finance	Agile		Finance
Leading people	Professionalism		Leading people
Managing people			Managing people
Building relationships			Building relationships
Communication			Communication
Self-awareness			Self-awareness
Management of self			Management of self
Decision making			Decision making
<b>Maths &amp; English requirements</b>			
Apprentices will be required to have the equivalent of/or have achieved level 2 English and Maths Functional Skills before they can proceed through the Gateway			
<b>Professional Recognition</b>	On completion, apprentices may choose to register as Full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with three years of management experience can apply for Chartered management Status through the CMI.		
<b>Progression</b>	Chartered Managers Degree		

Location	Title	Responsibility	Date Created	Version/updated	Review Date
Marketing and Business Development/ Marketing and Business Development/Fact Sheets/Standards	Learner Standards Information Operational/departmental manager	RD	04.17	1	04.18

**Process for completion of the Apprenticeship**

<b>On Programme</b>	<p>Regular assessment (involving Employer &amp; Training Provider) Development of portfolio demonstrating learning &amp; development activities with their application in the workplace a work based project Through evidence of 360 degree feedback with ongoing development of portfolio Successful completion of Management Diploma L5 or equivalent knowledge building activity (if used) Assessment and to meet maths &amp; English requirements to complete Apprenticeship</p>	<b>Gateway</b>	<p>The employer, and, if appropriate in conjunction with the Training Provider, will formally sign-off that the apprentice has met the minimum requirements in regards to knowledge, skills and behaviours within the standard and confirm they are ready to move on to the end assessment. This will happen during a meeting involving the apprentice, their line manager and the trainer.</p>	<b>End Point Assessment</b>	<p>Involving a range of assessment tools to include; a test of knowledge using scenarios competency based interview assessment of portfolio of evidence presentation of work based project approach &amp; findings with Q &amp; A professional discussion relative to CPD activities and can be achieved at either pass, merit or distinction</p>
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