

Operations/Departmental Manager Level 5 Apprenticeship Standard

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Overview



An Operations or Departmental Manager is someone who manages teams and/or projects, ensuring they are working towards operational or departmental goals and objectives to deliver the organisation's strategy. They are accountable to a senior manager or business owner and support their team through coaching and mentoring.

Operations or Departmental Managers are responsible for creating and delivering operational plans, managing projects and leading and managing teams. They also help to manage change and assist with financial and resource allocation.

Duration:

24 - 30 months + 5 months for the End Point Assessment

Entry Guidelines:

English & maths at GCSE grade A*-C/4-9 or Functional Skills Level 2

NB All apprenticeship standards require apprentices to provide evidence of their English and maths grades before they can progress through the Gateway to their End Point Assessment and achieve the apprenticeship qualification.



Operations/ Departmental Manager Level 5

Course Overview

Pre-programme	On Programme Learning	Gateway	Independent End Point Assessment
Initial assessment English & Maths	(Covering Knowledge, Skills & Behaviours) Leadership and Management Level 5 course (Day release, Hamilton Campus or via flexible learning)	<ul style="list-style-type: none"> English Level 2 Maths Level 2 	<ul style="list-style-type: none"> Professional Discussion
Skills Scan	Portfolio of evidence to be built during the programme	<ul style="list-style-type: none"> E-portfolio of evidence 	<ul style="list-style-type: none"> Project proposal, presentation & questions
Induction with Trainer Assessor	On programme Assessments & Reviews: <ul style="list-style-type: none"> 6-8 weekly sessions with Trainer Assessor. 8-10 weekly Progress Reviews with apprentice and employer. 		

Course Details

The **key topics** that will be covered during the 30 months on programme are as follows:

Unit 1: Personal effectiveness

- Understand time management techniques and tools, how to prioritise activities and the use of different approaches to planning, including managing multiple tasks.
- Use of time management and prioritisation techniques
- Understand problem solving and decision-making techniques, including data analysis.
- Understand organisational values and ethics and their impact on decision making.

Unit 2: Organisational performance

- 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.
- 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.
- Support, manage and communicate change by identifying barriers and overcoming them.
- Demonstrate commercial awareness, and able to identify and shape new opportunities.
- Produce reports, provide management information based on the collation, analysis and interpretation of data.
- Understand business finance: how to manage budgets, and financial forecasting.

Course Details

Unit 3: Interpersonal Excellence: Managing People & Developing Relationships

- Understand interpersonal skills and different forms of communication and techniques and how to apply them appropriately.
- Leadership styles; lead teams; motivate and improve performance, through coaching and mentoring; organisational cultures and diversity and their impact on managing change; how to delegate.
- Support development through coaching and mentoring, and enable and support high performance working. Support the management of change.
- Understand approaches to partner, stakeholder and supplier relationship management.
- Know how to manage conflict at all levels.
- Build and motivate teams by identifying their strengths and enabling development within the workplace.
- 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.

Skills & Behaviours

The Skills & Behaviours element of the apprenticeship is to be completed with support from a Trainer Assessor making periodic visits to the apprentice in the workplace. The Trainer Assessor will support and guide the apprentice to ensure that they are developing the skills and competency required in accordance with the apprenticeship standard.

The apprentice will use the e-portfolio system called OneFile to build a portfolio of work throughout the development stage, which is a key component of End Point Assessment and demonstrates their occupational competency.

English & Maths

English and maths will be naturally embedded within this apprenticeship, a summary of which as follows:

English

- Presentations in front of group, developing awareness of audience and the ability to balance questioning whilst ensuring key points and message comes across.
- Written assignments
- Reading articles, research findings, key information.
- Actively listening to others and highlighting key points made.
- Communicating with a variety of individuals from a diverse range of backgrounds.

Maths

- Key statistics
- Time management
- Budget control
- External factors that may have a cost impact
- Data management that may be relevant to a variety of projects.

Gateway



Once the apprentice has completed all the required elements of the apprenticeship and their manager and Trainer / Assessor agree that they are ready for the end point assessment, they will progress through the Gateway to undertake their End Point Assessment.

A completed portfolio of evidence is a compulsory End Point Assessment (EPA) gateway requirement that supports the EPA Professional Discussion component.

The apprentice's employer must sign-off the portfolio of evidence, that has been completed by the apprentice during their programme, to confirm the apprentice has demonstrated the knowledge, skills and behaviours assigned to this apprenticeship standard.

End Point Assessment

The End Point Assessment must only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that means they have achieved occupational competence.

End Point Assessment (EPA) normally takes 5 months to complete and consists of:

Assessment Method 1: Project Proposal, Presentation and Questions

A **project proposal** involves the apprentice completing a relevant and defined project that has a real business benefit. The project proposal must be undertaken *after* the apprentice has gone through the gateway. Apprentices will prepare and deliver a presentation that, along with the project proposal, covers the Knowledge, Skills and Behaviours for this apprenticeship standard. It will be followed by questioning from the independent assessor.

The proposal will be a detailed project implementation proposal that will enable the project to be fully implemented. The project does not need to be fully implemented during the EPA period. The implementation of the project proposal must begin during the EPA period; progress against these skills must be discussed during the presentation.

Apprentices must include evidence of leadership support of the project proposal, detailing what has been implemented to date, which must be included as an appendix so that this can be discussed during the presentation (this could be either an email, letter or similar written confirmation). The evidence provided must be valid and attributable to the apprentice; the project proposal must contain a statement from the employer confirming this.

Assessment Method 2: Professional Discussion

The Professional Discussion should confirm the apprentice's management knowledge, understanding and experience.

The purpose of the professional discussion is to determine the extent to which the apprentice understands the requirements of his/her role as defined by the apprenticeship standard and to explore them through discussion. The professional discussion (supported by a portfolio of evidence) shall be a face-to-face session involving the apprentice and the end-point assessor.

The portfolio of evidence (that has been completed by the apprentice during their programme) will be used as a source of evidence by which apprentices can exemplify their responses to questions asked by the assessor. The portfolio itself will not be assessed, but will be used by the assessor to prepare the questioning for the professional discussion.

Grading & Progression



Apprenticeship grading

The available grades for this apprenticeship programme are **Distinction, Merit, Pass or Fail.**

Where can I progress to?

On completion of your apprenticeship you will be to progress your career in senior management.



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