



# Operational Manager

**Level:** 5

**Typical Duration:** 24 months

**Possible Job Role:** Operations Manager, Regional Manager, Divisional Manager

## Course Overview

Operations are the heartbeat of an organisation and are essential for all organisations to function and thrive. The aim of the Operations Management Apprenticeship is to give managers of teams and/or projects, the knowledge, skills and behaviours to achieve operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. They are accountable to a more senior manager or a 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 required 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.

This is a diverse role and could take place in a variety of sectors and settings.

## Qualification Achieved

On completion of this apprenticeship, you will hold a Level 5 Operations Manager Apprenticeship. Additional qualifications achieved include:

- Level 2 Functional Skills Maths
- Level 2 Functional Skills English

## Progression

The role may act as a gateway to further career and training opportunities, including, but not limited to:

- Operations Manager
- Operations Director
- Regional Manager

## Learning & Assessment

Apprentices will be assigned a dedicated tutor. The tutor will visit monthly in the workplace, as well as being on hand to support throughout the duration of the apprenticeship programme. The frequency of these sessions may be more depending on the needs of the apprentice.

## End Point Assessment

Each Apprentice must undergo an independent end-point assessment to determine the outcome of their apprenticeship. The assessments will assess the knowledge, skills and behaviours gained during their programme. The methods in which this apprenticeship is assessed are:

- Test of knowledge using scenarios
- Competency-based interview
- Presentation of work based project approach and findings with Q&A
- Assessment of portfolio of evidence
- Professional discussion relating to CPD activity

## Entry Requirements

Individual employers may set their own criteria for this apprenticeship.

## Hire an Apprentice

We can work with you to source a suitable applicant for your organisation or you can up-skill your existing employees. If the employee is under 19 and your business has fewer than 50 employees, there will be no cost for the training. If they are over 19 and/or your business has over 50 employees then you will contribute 5% towards the cost of the training. For any businesses paying into the levy, all training costs will be covered.

## Recruitment

With our Talent Match recruitment service, Talent Bank, we will advertise your vacancy, screen applicants and pre-interview potential prospects in order to ensure you only interview the most appropriate candidates for your vacancy – all free of charge.

## E-Portfolio

We offer a dedicated virtual learning platform which allows learners to keep on track of their course. In addition to this, it allows our tutors and employers to keep up-to-date with the progression of learners.

# #whereisyourclassroom