



Operations/Departmental Manager

Level **5** (standard)

2020/21



About this guide

This guide includes everything you need to know about the Operations/Departmental Manager apprenticeship standard delivered by Apprenticeship Connect. Within this brochure, we will introduce you to who we are and what we do, as well as our partnerships and our commitment to you. You will understand the benefits of life as an Apprenticeship Connect learner and the knowledge and skills you will gain by studying the Operations/Departmental Manager Level 5 course. We will also cover what you should expect from course enrolment to certification and the journey you will undertake to become a highly skilled management professional.

Who we are

We are an accredited apprenticeship recruitment and training provider delivering quality training courses across England. Our courses are developed in collaboration with specialist curriculum experts to ensure our training programmes offer the very best knowledge and skills to help our learners and employers become exceptional.

How we work

At Apprenticeship Connect, we understand that everyone is different and what works for one individual may not work for another. So, we take time to get to know you and understand what motivates you, what your interests are and what you want to achieve. Our courses are tailored to the specific training needs and future aspirations of each and every one of our learners. We create individual learning plans that are as unique as you are, ensuring you receive the very best support to get ahead in your chosen career.



Our record

We have a proven track record of helping individuals achieve their goals, but don't just take our word for it. Our independent feedback scores and learner achievement rates speak for themselves:

External reviews

Here's how our learners rate us:

facebook.

4.3/5 ★★★★★

Google

4.4/5 ★★★★★

Learner statistics



95%
Remain in employment
after course completion*

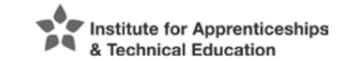
*Apprenticeship Connect data 2018/19
(excluding respondents with 'unknown' destinations)



9/10
managers said that
coaching would have
improved their projects

*ILM Cracking coaching: Five ways to
make an impact at work 2018

Our partners



About Operations/Departmental Managers

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

About the course

The Operations/Departmental Manager Level 5 course provides learners with the knowledge and skills required to become a certified management professional. Our course is expertly tailored to the job role of an operations/departmental manager and teaches learners the skills required to manage teams and/or projects to achieve operational or departmental goals and objectives. The training we deliver teaches learners how to create and deliver operational plans, manage projects and lead and manage teams. Our curriculum will teach you about managing change, financial and resource management, talent management and coaching and mentoring. Developing these skills will create a concrete platform for your professional development as a certified management professional.

Our tutors

All our tutors have an employment background in management and real-world exposure to the team leader/supervisor job role requirements. As a business, we invest heavily in continuous professional development (CPD) and our tutors receive regular training to ensure we are continually improving our service. Our tutors are all certified, Disclosure and Barring Service (DBS) checked and quality checked to ensure you receive the very best training and support throughout the programme.

Course information

Standard reference:	ST0385
Course duration:	18 months
Suitable for:	Operations Manager Regional Manager Department Manager
Awarding bodies:	
Course fee:	£7,000 Our training courses are either funded by the Government or by employers, depending on the size of the company. Learners are not required to contribute towards the cost of training in any way.

Eligibility criteria

To qualify for an apprenticeship course, the following criteria must be met:

- be aged 16+ at the time of enrolment
- be a citizen of the UK or European Economic Area (EEA), or have lived in the UK or EEA for the past three consecutive years
- be in full-time employment, working a minimum of 30 hours per week
- not already hold a qualification at the same level or above in the area that you wish to study

Entry requirements

To be enrolled onto the Operations/Departmental Manager course, you must:

- have achieved English and maths GCSEs at a minimum of or above grade C/grade 4 or functional skills level 2 (or equivalent)
- have successfully completed the Operations/Departmental Manager Level 5 entry assessment and achieved a minimum score of level 2 in English and maths initial assessments
- have a minimum of two years management experience and receive a satisfactory professional reference
- be employed within a job role in which your day-to-day responsibilities support the course syllabus

Course delivery

20% off-the-job training

Throughout the duration of your course you will spend a minimum of 20% of your contracted working hours studying for your apprenticeship. The focus of off-the-job training is to teach you a variety of new skills specifically related to your job role, rather than assess your existing skills and ability to complete work related tasks. This will be a combination of tutor delivery, employer support and tutor guided independent study.

Digital resources

When studying at Apprenticeship Connect, you will be provided access to digital resources for the course you are studying. Our e-learning platform allows 24/7 access to syllabus information, learning aids, online assignment submission and a messaging platform to contact your tutor should you require additional support.

Learning support

We provide additional support to learners with learning difficulties and those with physical disabilities. We can provide resources such as a scribe or large-print documents, and can facilitate other reasonable adjustments to ensure that an individual with learning difficulties or a physical disability is not at a disadvantage when completing their course.

Study time

All time spent studying will be recorded within your personal training diary and your progress will be frequently monitored to ensure you are on track. The time you will need to spend studying is calculated using the following formula:

Total hours required =

$[(\text{no. of weeks up to gateway} - \text{statutory annual leave}) \times \text{no. contracted working hours per week}] \times 0.2]$

Here's an example:

Weeks up to gateway:	78 (18 months)
Statutory Annual Leave within programme duration	8.4 weeks
Contracted hours per week:	40
Total study time:	557 hours
Average study time per week:	8 hours

Blended learning

Our courses are delivered through blended learning. This means you will have access to a combination of tutor-led teaching sessions as well as online training and independent study.

Teaching methods may include:

Theory and knowledge:	<ul style="list-style-type: none">lecturesrole playsimulation exercisesonline learningindustry visitsindependent research
Practical:	<ul style="list-style-type: none">shadowingmanufacturer trainingone-to-one tuition
Tasks:	<ul style="list-style-type: none">learning supporttime spent writing assignments

Tracking your progress

Throughout the course, your tutor will assess your performance to monitor your progress and tailor your teaching and learning to you as an individual. Your tutor will regularly collect evidence of your development and store it within your e-learning account. This will allow us to review the skills and knowledge you have learnt and continually tailor your individual learning plan to your training needs.

Typical methods of assessment may include:

- Reviewing tasks and projects
- One-to-one discussions
- Personal and professional development reviews
- Mock assessments

Course structure

All our courses follow a four-stage structure that includes entry assessments, course delivery, checking progress and assessing development. These stages are:

Initial Assessments

Prior to enrolment, you will be required to complete initial assessments in English and maths to determine the level you are currently working towards. If you are currently employed within a job role which supports the course curriculum, you will be required to complete an entry assessment form to confirm job suitability. If you are applying for an apprenticeship role sourced by us, this will be completed by our team.

On-programme Learning

Throughout the duration of the course, you will be supported by your employer and Apprenticeship Connect tutor to develop the competencies necessary to become a certified management professional. On-programme learning will include the teaching needed to help you develop the knowledge, skills and behaviours outlined within the apprenticeship standard. Where necessary, you will also be supported to pass Functional Skills at the level stated within the course outline.

Gateway

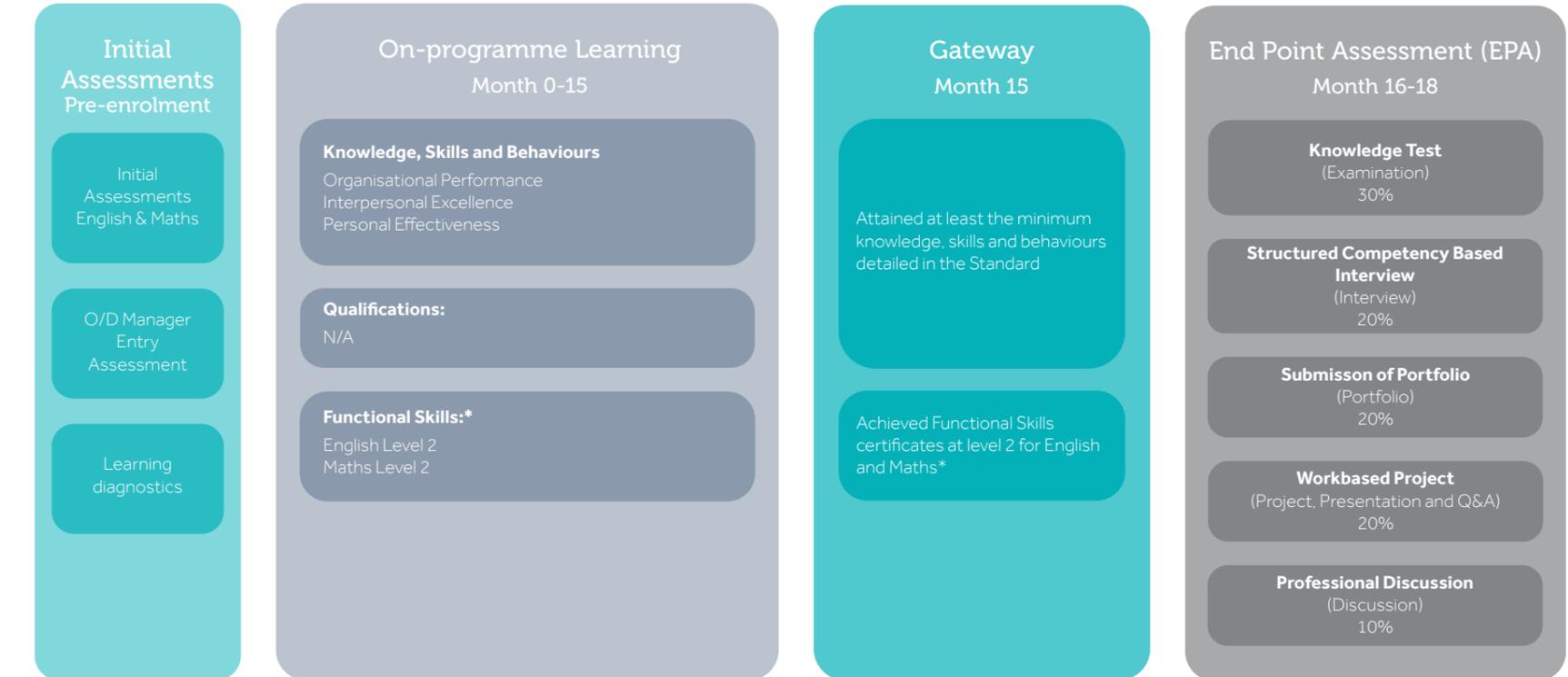
Before you are able to progress to your end point assessment, your tutor and employer will make the necessary checks to ensure you have gained the knowledge, skills and behaviours required to complete your course.

End Point Assessment (EPA)

All apprenticeship standards contain compulsory end point assessments which a learner must pass in order to achieve their completion certificate. The EPA takes place once you have completed your on-programme learning and you have successfully met the criteria outlined within the gateway.

Course outline

The Operations/Departmental Manager Level 5 course is delivered over 18 months. At the end of month 15, we allow a three-month period for learners to prepare for and sit their end point assessment.



*If you have already achieved GCSE grade C/grade 4 or above in English and maths, or equivalent, you may be exempt from this element of the syllabus.

Course contents

The Operations/Departmental Manager Level 5 course teaches learners the knowledge, skills and behaviours (KSBs) outlined within the apprenticeship standard. These learning outcomes will be assessed within your end point assessment. The KSBs listed are all mandatory learning outcomes and your on-programme learning will be centred around these areas of development:

Organisational Performance (Knowledge and Skills)
Operational Management
Project Management
Finance

Interpersonal Excellence (Knowledge and Skills)
Leading People
Managing People
Building Relationships
Communication

Personal Effectiveness (Knowledge and Skills)
Self-Awareness
Management of Self
Decision Making

Behaviours
Takes Responsibility
Inclusive
Agile
Professionalism

Certification

Apprenticeship courses are developed by trailblazer groups made up of a minimum of 10 employers as well as professional bodies and trade associations, ensuring you study a curriculum that is tailored to a real-world job role. All our courses are approved by the Institute for Apprenticeships and Technical Education (IFATE) and our curriculums are developed with consideration of industry leading awarding body standards, guaranteeing you work towards an approved, professional certificate that is highly relevant in your chosen industry. Completing an apprenticeship will help you develop the knowledge and skills required to excel in your chosen career, providing a concrete foundation for future growth.



The Institute of Leadership & Management (ILM) is the UK's top leadership and management qualifications specialist and our recommended End Point Assessment Organisation (EPAO) for our Operations/Departmental Manager Level 5 course. After course completion, subject to the EPAO your employer chooses, you may be eligible to apply for Associate Membership of The Institute of Leadership & Management (ILM).

Being a member of The Institute of Leadership & Management means being part of a growing community of over 30,000 professional members, with access to a wide range of resources that will enable you to become a better leader.

As a member, you will receive access to expert commentary and advice from industry experts, inspiring content, debate and engaging events. You will also be able to build your professional network, collaborating with like-minded members and industry peers and improve your career prospects.

Example programme of study

Our Operations/Departmental Manager Level 5 course is delivered through a combination of blended learning guided by your Apprenticeship Connect tutor, employer-led training and self-directed study. You will take part in tutor-led training sessions once every three weeks and apply your knowledge and skills to your day-to-day workplace responsibilities between sessions. Between teaching sessions, you will be required to complete online training set by your tutor, as well as complete tutor guided independent study tasks. During this time you will also receive training provided by your employer.

Month	Apprenticeship Connect tuition	Tutor guided independent study	Employer tuition	Functional Skills	Progress evaluation
1	<ul style="list-style-type: none"> Introduction to the course, modules and IT systems Setting expectations, understanding business and communication Leadership styles and organisational culture 	<ul style="list-style-type: none"> SMART targets High-quality communication Assigned tasks 	<ul style="list-style-type: none"> The organisation purpose and structure Social media in business 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary
2	<ul style="list-style-type: none"> Communication evaluation exercise Introduction to portfolio building Role model communication effectiveness Chairing meetings 	<ul style="list-style-type: none"> Create, issue and analyse a survey Assigned tasks Collate portfolio evidence 	<ul style="list-style-type: none"> Leadership styles and coaching Organisational cultures Chairing meetings 	Embedded within teaching and learning and 1-hour additional dedicated maths support	Review and record progress in e-portfolio and training diary Audio recording of professional discussion
3	<ul style="list-style-type: none"> CPD log Differences between management and leadership Managing teams vs managing people Motivation theory 	<ul style="list-style-type: none"> Webinar Assigned tasks Develop and utilise coaching skills 	<ul style="list-style-type: none"> Setting operational and personal goals Coaching sessions 	Embedded within teaching and learning Mock tests	Review and record progress in e-portfolio and training diary Progress review
4	<ul style="list-style-type: none"> Planning personal development Interview on survey results Presentation skills Giving and receiving feedback 	<ul style="list-style-type: none"> Assigned tasks Presentation on managing change 	<ul style="list-style-type: none"> Improving performance EPA portfolio planning 	Embedded within teaching and learning Mock tests	Review and record progress in e-portfolio and training diary
5	<ul style="list-style-type: none"> Identifying high potential Delegation Managing team performance Differentiating for learning and behaviour styles Review CPD Log 	<ul style="list-style-type: none"> Written reflection on own performance Identifying CPD opportunities 	<ul style="list-style-type: none"> Effective communication Presentation techniques Chairing meetings 	Embedded within teaching and learning and 3-hours dedicated additional maths support	Review and record progress in e-portfolio and training diary Presentation
6	<ul style="list-style-type: none"> Independent study feedback Recruiting staff HR systems and procedures Equal opportunities and anti-discrimination Positive working relationships Team effectiveness Barriers to communication Accommodating cultural differences 	<ul style="list-style-type: none"> Assigned tasks Learning styles SMART targets Present information during a meeting and confirm understanding 	<ul style="list-style-type: none"> Providing feedback Appraisals SMART targets Giving and receiving feedback Skills swapping with colleagues 	Sit Functional Skills exams in English and Maths	Review and record progress in e-portfolio and training diary Progress review Role play

*the programme of study may change, subject to syllabus changes and the training requirements of individuals

7	<ul style="list-style-type: none"> Review of EPA portfolio planning Building trust and establishing rapport Improving self awareness Revisit coaching and mentoring Identifying and sharing good practice Working collaboratively Scales of conflict 	<ul style="list-style-type: none"> Assigned tasks Examples of communication Portfolio building SMART target setting 	<ul style="list-style-type: none"> Shadowing Creating and monitoring budgets 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Progress review
8	<ul style="list-style-type: none"> Self awareness Emotional intelligence Project governance requirements Project management 	<ul style="list-style-type: none"> Assigned tasks Planning workloads Identifying learning styles EPA preparation 	<ul style="list-style-type: none"> EPA preparation Learning styles 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary
9	<ul style="list-style-type: none"> Review of CPD log Performance management methods Developing high performing teams Identifying areas for development Mid-point evaluation Forward planning 	<ul style="list-style-type: none"> Assigned tasks Portfolio building EPA preparation 	<ul style="list-style-type: none"> Organising and managing resources Budgets Target setting Feedback and evaluation 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Mock EPA
10	<ul style="list-style-type: none"> Feedback on independent study Project commencement Financial management and forecasting Using data Stakeholder buy-in Variance analysis and remedial action Problem solving and decision making Ethical considerations Escalating problems 	<ul style="list-style-type: none"> EPA project Portfolio building Managing change Effective implementation of operational plans 	<ul style="list-style-type: none"> Project planning Financial management and forecasting Managing change Overcoming barriers Project support Shadowing finance Data analysis EPA preparation 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Mock EPA
11	<ul style="list-style-type: none"> Interview techniques Project evaluation Mitigating risks Business development Continuous improvement Managing change Organisational cultures 	<ul style="list-style-type: none"> Collate and interpret financial information Financial updates Completion of project Assigned tasks Portfolio building EPA preparation 	<ul style="list-style-type: none"> Organisational strategies EPA support Portfolio building Stretch and challenge Performance review 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Project review
12	<ul style="list-style-type: none"> Creating and delivering organisational plans Producing management reports Technology and data security 	<ul style="list-style-type: none"> CPD evidence Portfolio evidence EPA preparation 	<ul style="list-style-type: none"> Progress evaluation EPA support Portfolio building 	Embedded within teaching and learning	Final progress review
13-15	<ul style="list-style-type: none"> CPD log EPA preparation Portfolio support Finalisation of project/preparation for submission 	<ul style="list-style-type: none"> Gateway checklist and submission for EPA EPA preparation 	<ul style="list-style-type: none"> Progression planning EPA Portfolio-based Interview EPA Project Presentation 	Embedded within teaching and learning	Mock EPA and support Knowledge Test preparation
16-18	Sit End Point Assessments				

End Point Assessment (EPA)

The EPA takes place once you have completed your on-programme learning and your readiness to complete the apprenticeship has been determined. The EPA enables you to prove your competence in the role of a operations/departmental manager and will be facilitated by an independent end point assessment organisation. Your employer and Apprenticeship Connect tutor will guide you through your EPA and advise you on the best approach to take towards your assessment.

What does the EPA consist of?

For the Operations/Departmental Manager Level 5 course, you are required to complete five assessments to build a cumulative picture of how well you have met the requirements of the apprenticeship standard. In order to pass the apprenticeship, you must achieve a minimum of 50% in each assessment. The overall grade you are awarded will be derived from the combined grade of all EPA requirements, subject to the assessment weighting. The overall grade boundaries for the apprenticeship standard are:

Grading	
Distinction	70%+
Merit	60-69%
Pass	50-59%
Fail	<50%

Knowledge Test	
Assesses:	Knowledge of leading people, managing people, building relationships, communication, operational management, project management, finance
Assessment type:	Examination
Task:	Answer a range of questions relating to pre-determined scenarios and situations.
Assessment requirements:	<ul style="list-style-type: none"> May be online or paper based May be multiple choice
Marks available:	30
Weighting:	30%

Structured Competency Based Interview	
Assesses:	Knowledge and application of learning relating to of leading people, managing people, building relationships, communication, operational management, project management, finance
Assessment type:	Interview
Task:	Complete a structured interview demonstrating knowledge and understanding of job role
Assessment requirements:	Can be conducted using a range of media (telephone interview, live media, online or written)
Marks available:	20
Weighting:	20%

Submission of Portfolio	
Assesses:	Application of knowledge and demonstration of skills and behaviours outlined within the apprenticeship standard
Assessment type:	Portfolio
Task:	Evidence of knowledge, skills and behaviours collected by tutor throughout course duration
Assessment requirements:	<ul style="list-style-type: none"> Online portfolio Containing written, audio and video evidence
Marks available:	20
Weighting:	20%

Workbased Project	
Assesses:	Application of knowledge and demonstration of skills and behaviours outlined within the apprenticeship standard
Assessment type:	Project, presentation and Q&A
Task:	Complete a synoptic work-based project, bringing together elements of learning from different parts of the programme to demonstrate knowledge and understanding of management and its application to your organisation
Assessment requirements:	<ul style="list-style-type: none"> Project to be completed during the final six months of on-programme learning 15-minute presentation Competency based Q&A
Marks available:	20
Weighting:	20%

Professional Discussion	
Assesses:	CPD, training and personal development activities and how learning was applied to the role and workplace
Assessment type:	Discussion
Task:	Identify the objective of the activity undertaken, reflecting on the outcome and how learning gained was applied
Assessment requirements:	Provide evidence of any additional learning/CPD undertaken
Marks available:	10
Weighting:	10%

FAQs

Do I have to be in full-time employment to enrol onto this course?

In order to enrol onto one of our courses, you must be employed a minimum of 30 hours per week. If you are not already employed in a role that meets our entry requirements, we will work with you to find a suitable role that supports your career aspirations.

Will I be entitled to paid annual leave whilst studying?

Throughout your programme you will be entitled to the same statutory leave entitlement and have the same right to Statutory Sick Pay (SSP) as other employees. To calculate your statutory leave entitlement please visit www.gov.uk/holiday-entitlement-rights.

If I apply for a job vacancy as part of my course how much will I be paid?

Each vacancy we advertise is different and the salary you receive will be dependent on the employer, role and industry you apply for. The roles we advertise are apprentice positions, however, we encourage our employers to pay above the NMW for apprentices and many of our positions include performance-related incentives. Further guidance on the NMW for apprentices can be found online at www.gov.uk/national-minimum-wage-rates.

What happens if my employer doesn't allow me time to study?

All employers are legally required by the UK Government to allow you 20% of your contracted working hours to study towards your course. If you are having difficulties with your employer, please speak to your Apprenticeship Connect tutor.

What happens if I fall behind?

Your tutor will be closely monitoring your progress with regular reviews to ensure you are on track. If at any point your development is not where it should be, your tutor and employer will work with you to update your individual learning plan and ensure you get up to speed.

What happens when I finish my course?

At the end of your course, if we have placed you into your role, your employer will decide whether they will continue to employ you as a full-time member of staff and you'll have the opportunity to decide which steps you take next. Your tutor will talk to you about career progression and you may also wish to progress onto a further training course with Apprenticeship Connect.



Want to apply?

Call our dedicated team on the hotline number below to find out about your next steps:

Courses hotline: 020 8296 6930

Are you unsure if our courses are right for you? Our careers advisors are always on hand to offer advice and guidance to help you make the best decision to get ahead in your career. Speak to one of our team today to find out more about your options:

Advice hotline: 020 3829 6920



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