

# Operations / Departmental Manager

**Level**  
**5**

**Duration**  
Typically  
24 - 30 months  
**Cost** £9,000

## How can an Operations / Departmental Manager apprentice benefit my business?

The Operations / Departmental Manager Apprenticeship will equip your managers with the vital skills to support your business. They will be able to offer practical leadership to motivate and collaborate teams, whilst meeting departmental and strategic goals.

## Who is the Operations / Departmental Manager apprenticeship for?

An Operations or Departmental Manager is someone who manages a team and/or projects. They oversee operational or departmental goals and strategic objectives. They are accountable to a more senior manager or business owner. Whilst specific responsibilities vary between roles, the knowledge, skills and behaviours needed will be the same.

Key responsibilities are likely to 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 and Department Manager.

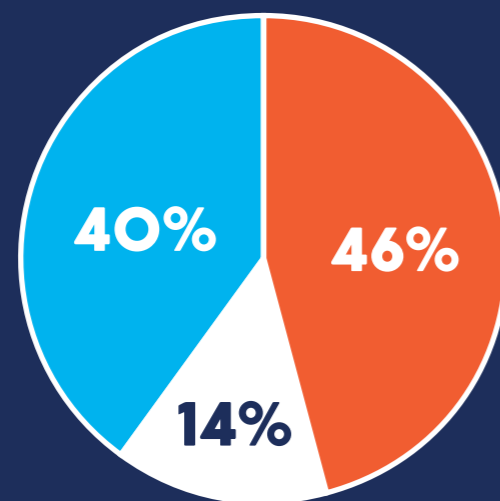
## What will it cost the business to take on an apprentice?

**Levy-paying employers** in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

**Non-levy paying employers:** The government will fund between 95% - 100%\* of the cost of training an apprentice.

\*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).

## How is the '20% off-the-job' training delivered?



Work-based Activity
Self-Study Assessment
Classroom Activity

## Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

## End Point Assessment (EPA)

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Operations / Departmental Manager Standard consists of:

- A work-based project followed by a presentation with a Q&A session
- A professional discussion underpinned by a portfolio of evidence

On successful completion of the EPA, apprentices may choose to register as full members with the Chartered Management Institute and/or the Institute of Leadership and Management, and those with 3 years of management experience can apply for Chartered Manager status through the CMI.

## The Learner Journey

<b>Month 1</b>	<b>Sign up and Induction</b>	<b>Skills scan · Developmental activities · Induction</b>
<b>Months 1-5</b>	<b>On Programme</b>	<b>Knowledge delivery · Interactive workshops · Peer learning</b>
<b>Months 16-25</b>	<b>Portfolio Completion</b>	<b>Skills development · Portfolio building · Tutorials · Custom learning plan</b>
<b>Months 26-27</b>	<b>Gateway to EPA</b>	<b>Gateway preparations · Mock assessments · Project proposal</b>
<b>Months 28-31</b>	<b>EPA</b>	<b>Work-based project and presentation · Q&amp;A session · Professional discussion · Progression routes</b>

## Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Associate Project Manager Level 4
- Improvement Practitioner Level 4
- Chartered Manager Degree Apprenticeship Level 6
- Senior Leader Level 7

## Additional 'Optional' Qualification

### ILM Diploma for Leaders and Managers

Cost: £700

This is an additional course that could support the Operations / Departmental Manager Apprenticeship, your apprentice can have the option to develop their knowledge of leadership and management, along with skills to progress in the workplace.

This course can be completed to gain a nationally recognised qualification in addition to the above apprenticeship standard. This qualification will provide the skills training below:

- Develop their ability to lead, motivate and inspire to drive better results
- Use core management techniques to provide practical leadership and operational management skills
- Benchmark their managerial capability against other professionals
- Raise their professional profile within your organisation

The aim of this qualification is to support the apprentice's preparation for the End Point Assessment (EPA) but is not essential.