

Operations or Departmental Manager – Level 5

Who is it for?

This apprenticeship is for an aspiring, recently appointed or existing: middle manager, operations manager, regional manager, store manager or other specialist manager.

An Operations or departmental 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. 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.

Course Duration and Cost

Typical 22 months on programme (practical period) and 5 months End Point Assessment.

This apprenticeship standard has been allocated a maximum funding cap of £7000, which is the anticipated cost for delivering this apprenticeship standard the end point assessment.

What will be covered

- Operational management
- Project management
- Finance
- Leading people
- Managing people
- Building Relationships
- Communication
- Self-awareness
- Management of self
- Decision making

Delivery model

This Apprenticeship Standard will be typically delivered with a blended learning approach. This includes classroom teaching, tutorials, collaborative and independent learning.

Off-the-job training

All full-time apprentices (those that work 30 hours per week or more) must spend, as a minimum, 6 hours per week, over the planned duration of their Practical Period, on off-the-job training. This will be pro rata for part-time apprentices. Off-the-job training is received during the apprentice's normal working hours for the purpose of achieving new skills, knowledge and behaviours that are directly relevant to their chosen apprenticeship standard. Off-the-job training will be planned prior to the apprenticeship starting, in the form of a training plan, and will meet the needs of the employer, the college and the apprentice.

Maths and English

All apprentices will develop their English and maths skills during their apprenticeship. Apprentices without level 2 English and maths will need to achieve this level prior to taking the end-point assessment. This may require the apprentice to attend additional classes at college.

Progress Reviews

The apprenticeship includes tripartite progress reviews with the apprentice, the employer and the tutor to discuss and monitor progress made towards the apprentices' individual training plan. Tripartite reviews will be carried out every 12 weeks as a minimum.

End Point Assessment Requirements

This EPA consists of 2 assessment methods with the following grades:

Assessment method 1: Project proposal, presentation and questioning – Fail, Pass or Distinction

Assessment method 2: Professional Discussion underpinned by portfolio evidence– Fail, Pass or Distinction

Performance in the EPA will determine the overall apprenticeship standard and grade of – Fail, Pass or Distinction.

All Apprentices Benefit From:

- Access to CMI resources and online support
- Affiliate CMI membership
- Mentoring, networking and career support
- Professional development