

Davidson Training UK Ltd

Operations/Departmental Manager

Apprenticeship Standard Level 5



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 organisation's strategy. They are accountable to a more senior manager or 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 needed will be the same.

The qualification can provide access to development opportunities for a wide a range of individuals. This includes those who may already have developed practical experience but who wish to develop their theoretical understanding of management skills.



The Operations Departmental Manager Level 5 Apprenticeship is made up of several components which cover the programme.

Interpersonal excellence – managing people and developing relationships

Organisational performance - delivering results

Personal effectiveness—managing self

SKILLS AND KNOWLEDGE

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

BEHAVIOURS

- ⇒ Takes responsibility
- ⇒ Inclusive
- ⇒ Agile
- ⇒ Professionalism

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Level 2 Functional Skills in Maths (if no prior exemption)

Level 2 Functional Skills in English (if no prior exemption)

This is a level 5 apprenticeship standard that will take between 18-24 months to achieve.

Perfect for: operations manager, regional manager, divisional manager, department manager, specialist managers and various other manager types.

The programme will cover a variety of topics allowing managers to contribute to, and create strategic plans alongside the creation and development of business plans which will be integral to a business' performance. Some of the topics covered include: managing people, developing relationships, operational management, project management and finance which are all fundamental to a management trainee role. Communication skills, decision making skills and organisational skills are a few of the skills individuals will develop throughout this apprenticeship to help them exceed in future management roles. 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. Apprentices will be assessed on their knowledge, skills and behaviours throughout the apprenticeship and supported by visits from a trainer at least every 4 weeks. Training will also take place online and via Teams, Zoom or similar platforms.

Throughout, the apprentice will meet with the employer and trainer to record their progress against the standard and include: setting learning goals, track the apprentice's progress and make any required and agreed changes to their development plan and coordinate 20% of the apprentice's time being spent in off-the-job training.

END POINT ASSESSMENT

End-point assessment (EPA) is an assessment of the knowledge, skills and behaviours that the apprentice has learned throughout an apprenticeship, which confirms that they are occupationally competent.

The end-point assessment for Operations/Departmental Manager is made up of 2 discreet assessment methods.

1. Professional discussion underpinned by a portfolio of evidence.
2. Project proposal, presentation and questioning.



PROFESSIONAL DISCUSSION UNDERPINNED BY A PORTFOLIO OF EVIDENCE

For professional discussion underpinned by a portfolio of evidence, the apprentice will be required to submit a completed portfolio of evidence. It must contain evidence relating to Knowledge, Skills and Behaviours (KSB'S) and typically contain 20 pieces of evidence, which must be clearly mapped.

Evidence will typically include: workplace documentation/records, for example workplace policies/procedures, records, witness statements, photographs, video.

The portfolio is not directly assessed. It underpins the professional discussion.

PROJECT PROPOSAL, PRESENTATION AND QUESTIONING

The project proposal's subject, title and scope will be agreed between the employer and the End Point Assessment Organisation (EPAO) at the gateway.

A brief summary of what the project will cover should be submitted to the EPAO at the gateway.

This should demonstrate that the project will provide sufficient opportunity for the apprentice to cover the KSBs mapped to this method.

The brief summary is not assessed and should be no more than 500 words.



Non-Levy Paying Employers (With less than 50 employees)

This apprenticeship is fully funded by the government if you have **LESS** than 50 employees and the apprentice is aged 16-18 or the apprentice is 19-24 and has previously been in care or has a Local Authority Education and Health Care Plan.

Otherwise there is a charge of £350 which can be paid over the first 5 months of the apprenticeship or in full at the start.

Non-Levy Paying Employers—(With 50 or more employees) £350.00

This apprenticeship costs £7,000 and is funded by both the employer and the government. The government will pay 95% (£6,650) of the cost. This can be paid monthly over the first 5 months of the apprenticeship or in full at the start.

Levy Paying Employers—£7,000.00

This apprenticeship costs £7,000 which is funded from the employer's levy pot via the Apprenticeship Service over the course of the apprenticeship.

Why choose Davidson Training UK Ltd?

Based in Essex, we cover the South East of England, East of England, Essex and London. Davidson Training has a proven track record of successfully delivering innovative training to thousands of apprentices and employers for 22 years. We are dedicated to supporting our apprentices and employers, improving organisation's development opportunities and apprentices career development.

Are you interested? Do you have any questions?

Call us on: 01375 480088

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