

Customised



We'll partner with you to customise this apprenticeship so it is specific to your company and industry.

Practical



Providing your learners with the relevant knowledge, skills and behaviours to make an impact.

Blended



A mixture of masterclasses, online learning, coaching and assessment. All designed to engage your learners.

Operations/Departmental Manager

Level 5 Apprenticeship

« Ideal for managers responsible for operational and departmental goals. »



Operations/Departmental Manager

Ideal for managers responsible for operational and departmental goals.



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Apprenticeship Programme Overview



If you have a team of **operational and/or departmental managers** within your organisation and are looking to provide them with **tools and strategies** to make them more effective, then this level 5 qualification can help.

The role of an operations/departmental manager manages teams and/or projects, and achieves **operational or departmental goals and objectives**, as part of the delivery of the organisations 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.

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. Roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

This programme is **fully customisable**.



Apprenticeships



At a glance

- ✓ Induction & onboarding
- ✓ 5 Masterclasses
- ✓ Coaching sessions
- ✓ Regular reviews
- ✓ Online learning
- ✓ Unlimited support
- ✓ End point assessment



The average feedback score that we receive for our training courses

What Will Your Employees Improve?



Here's a high level overview of the knowledge, skills and behaviours taken from directly from the apprenticeship standards that your learners can expect to improve on this programme.

Knowledge & Skills

- ✓ Operational Management
- ✓ Project Management
- ✓ Leading People
- ✓ Managing People
- ✓ Building Relationships

- ✓ Communication
- ✓ Finance
- ✓ Awareness Of Self
- ✓ Management Of Self
- ✓ Decision Making



Behaviours

- ✓ Takes Responsibility
- ✓ Inclusive
- ✓ Agile
- ✓ Professionalism



? Did You Know...

We also offer a Team Leader/Supervisor Level 3 programme for First Line Managers and a programme for managers who run projects as part of their job - Associate Project Manager Level 4 Apprenticeship Programme.

Apprenticeship Programme Details



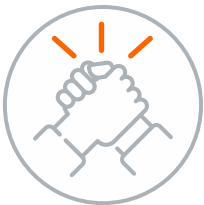
Length Of Programme

We'll create a development schedule that aligns with your business requirements and availability of your people. Typically this programme takes between 18 to 24 months to complete.



Entry Requirements

Apprentices will be required to have or achieve level 1 English and Maths and to have taken level 2 English and Maths tests prior to completion of their Apprenticeship.



Need Maths & English Support?

Apprentices will be supported to develop and improve their English and maths skills prior to sitting their Functional Skills exams by our specialist functional skills trainers.



Developing Knowledge, Skills & Behaviours

Achieved through a programme of masterclass workshops, tasks, activities and research. The masterclasses can be delivered face to face or online by our specialist trainers.



Personalised Skills Coaching & Support

Learners will be required to demonstrate their skills, knowledge and behaviours in the work setting. This activity will be supported by one of our experienced skills coaches.



End Point Assessment

Throughout their apprenticeship journey your apprentices will be given support to develop their understanding and approach to completing their end point assessment.

Programme Structure

Designed in a way that will maximise the performance of each learner



Learning the theory of a topic is great but it's what the learner does to **embed the learning** and actually use it, that matters most. All **learning is reinforced** with ongoing coaching, online resources and off-the-job activity to bring it all to life. Each part of the programme supports the learner to apply their knowledge and skills via **INTENT – IMPLEMENT – IMPACT**.

♥ What did they plan to change? ♥ What did they change and how? ♥ What impact did it make?



Onboarding & Induction

Initial workshop and event about the programme and how to get a high grade.



Skills Individual Learning Plan

Creation of a pre-programme learning and development plan. Includes goal setting and actions.



5 x 1-Day Masterclasses

Practical and engaging. Can be classroom based or delivered virtually. Run by best in class trainers.



Regular Coaching Sessions

One to one development with a designated skills coach. Covers skills and an assessment progress review.



Digital Learning

To take in-between masterclasses and to help embed the learning. Self-study and in the flow of work resources.



Off-The-Job Training

20% of the learner's total working hours is used for "off-the-job" learning and development activities.



Ongoing Reviews

Held between the learner, employer and skills coach to monitor progress and to make any adjustments.



Support & Help

Our designated skills coaches will always be on hand to help your learners throughout the programme.



End Point Assessment

End of programme assessment. Consists of activities like observations, evidence, tests and discussions.



Apprenticeship

Learners gain a pass, merit or distinction from their end point assessment based on their results.

Customised Blended Programmes

Your programme will be unique and designed in a way that gets the best out of your people



We'll work with you to create a unique programme for each of your learners. This can include face to face training, LIVE webinars, online training, action learning sets, work based projects, coaching and microlearning.

Our solutions are flexible and focused on results. What's right for one client may not be the best approach for your people so we will work together to determine the best design of your programme to maximise the results.



Face to Face Masterclasses



LIVE Virtual Workshops



Digital Learning



Coaching



Assessments



Self-Directed Learning



Action Learning Sets



Peer to Peer Coaching



Work Based Project



Flipped Classroom

Core Programme Of Masterclasses

Whether face to face or virtual, these 5 masterclasses underpin the programme



We don't provide "chalk and talk" courses delivered by the same trainer throughout. Instead, we create **engaging and practical masterclasses** where we use **best in class, hand picked specialist trainers, experts and guest speakers** to develop and deliver each workshop.

At the core of this programme are the following 5 masterclasses. Delivered either face to face in the classroom, as LIVE virtual sessions or blended.

- 1 Operational Management and Project Management
- 2 Finance for Business
- 3 Leading People
- 4 Managing People, Building Relationships and Communication
- 5 Awareness of Self



Masterclass Overview

Here are the overall topics and areas covered within each masterclass.



The following topics will be covered before, during and after each masterclass and as part of the off-the-job learning.



Masterclass 1

Operational Management and Project Management

- Understand operational management approaches and models
- How to create plans to deliver objectives and setting KPIs
- Understand business development tools and approaches to continuous improvement
- Understand operational business planning.
- How to set up and manage a project using relevant tools and techniques
- Process management and its application
- How to assess and manage risk within your operation



Masterclass 2

Finance for Business

- An introduction to business finance
- How to manage budgets and financial forecasting
- Applying operational business planning techniques to finance
- How to manage resources effectively
- Setting targets and monitoring performance
- Understanding organisational governance, compliance, policies and procedures
- Exploring the why and how to deliver 'value for money'
- How to create cost efficiencies and safeguards that they don't run over



Masterclass 3

Leading People

- Understanding and applying different leadership styles
- How to lead your managers including remote leadership
- How to motivate and improve department performance
- Effective coaching and mentoring strategies
- Understanding organisational culture and diversity
- Leading through change
- Making your mission, vision and goals a reality through your teams

✓ Specialist Trainer ✓ Engaging ✓ Practical ✓ Customised ✓ Face to Face or Virtual

Masterclass Overview

Here are the overall topics and areas covered within each masterclass.



The following topics will be covered before, during and after each masterclass and as part of the off-the-job learning.



Masterclass 4

Managing People, Building Relationships and Communication

- How to manage and develop high performing teams
- Performance management techniques
- Talent management models and how to recruit and develop people
- Understand approaches to partner, stakeholder and supplier relationship management
- Negotiation, influencing, and effective networking techniques.
- How to develop interpersonal skills and different forms of communication



Masterclass 5

Awareness of Self | Feedback

- Are you effective? Conducting a personal effectiveness audit
- How to reflect on your own performance
- Evaluating your style of working and the impact you have on others
- Developing your self-awareness and understanding unconscious bias and inclusivity
- Effective problem solving and decision making techniques
- Time management techniques and tools
- How to prioritise activities and approaches to planning

✓ Specialist Trainer ✓ Engaging ✓ Practical ✓ Customised ✓ Face to Face or Virtual

Progress Reviews & End Point Assessment



Ongoing Reviews

As part of this programme your learners will receive regular coaching sessions. This will develop their knowledge, skills and behaviours further and also ensure that they're on track for passing the apprenticeship through tailoring the learning and development to each individual. Evidence of their development will be collated and stored within their e-learning account. This will allow their coach to review the skills and knowledge they have learnt and continually tailor their individual learning plan to their training needs.

Gateway

Before each learner is able to progress to the End Point Assessment (EPA) both you (employer) and their coach will ensure that they have the sufficient levels of knowledge, skills and behaviours required to pass - this is known as Gateway.

Once everyone is in agreement that the learner is ready, they can then progress to the End Point Assessment.

End Point Assessment

All apprenticeships contain a compulsory end of programme assessment which is called an End Point Assessment (EPA).



Assessment

Assessment methods (or components of) can be:

- ✓ Observations
- ✓ Practical Assessments
- ✓ Tests
- ✓ Discussion
- ✓ Interview
- ✓ Presentation & questioning
- ✓ Project
- ✓ Evidence Portfolio
- ✓ Logbooks

How Much Does This Apprenticeship Cost?

Operations/Departmental Manager Level 5



**For Levy
Employers**

£7,000 per person



**For Non-Levy
Employers (SMEs)**

£350 per person
(you receive 95% funding)

Each learner receives

- ✓ Onboarding & Induction
- ✓ 5 x 1-Day Masterclasses
- ✓ Digital Learning
- ✓ Ongoing Reviews
- ✓ End Point Assessment
- ✓ Skills Individual Learning Plan
- ✓ Regular Coaching Sessions
- ✓ Off-The-Job Training
- ✓ Support & Help
- ✓ Apprenticeship



Enquire today



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