

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



Select how you want your programme to run. Workshops, virtual, coaching, self-study or mix and match.

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 managers who are responsible for **managing a department, other teams or projects** then this level 5 programme can help.

It's aimed at **middle level and senior managers** who need to achieve department or operational goals and objectives.

This programme provides all of the **essential knowledge, skills and behaviours** that are required to be a successful modern-day leader.

Our programmes are not chalk and talk! We can **customise the style, the format and the delivery of the programme** to suit your organisation – it will be a complete bespoke solution so your learners and organisation achieve real, tangible benefits from it.

Some of our employers prefer face to face workshops, others prefer virtual sessions and some prefer the programme to be delivered as action learning sets. You can combine all three or add virtual coaching, self-study and online learning into the mix!

We'll work with you to determine what is best for you.

This programme is **fully customisable**.



At a glance

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



96%

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 blended delivery mix that is right for your organisation - workshops, virtual, coaching, self-study & action learning sets. Or mix and match.



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.



Practical Learning Events

These can consist of workshops, masterclasses, virtual training, action learning sets, projects or coaching.



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 learning events and to help embed the learning. Selfstudy 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 Content Outcomes

Here are the overall topics covered across the programme.



Learning & Behavioural Styles

- Informal and formal learning
- Learning styles models
- Learning agility



Personal & Professional Development

- Behavioural styles
- Reflection skills
- Emotional Intelligence



Organisational Culture & Strategy

- Culture, diversity and inclusion
- Strategy, goals and plans
- Organisational values



Leadership Styles & Cross-Teams

- Leadership models and theories
- Leading multiple & cross-teams
- Effective delegation



Team Building & Development

- Recruitment
- Coaching, mentoring and motivation
- Performance management



Communication & Feedback Skills

- Interpersonal skills
- Barriers to communication
- Providing and receiving feedback



Chairing Team Meetings

- Types of meetings and their purpose
- Roles during the meeting
- Presentation and facilitation skills



Building Relationships

- Building trust
- Negotiation and influencing
- Conflict Management



Operational Planning & Management

- Creating/delivering operational plans
- Managing resources
- Resilience & accountability



Planning the Project Proposal

- Operational Project Planning
- Project life cycle
- Project Management tools



Delivering the Operational Project

- Project time management tools
- Critical date analysis
- Problem solving



End Point Assessment Preparation

- Planning and preparation
- Practice and techniques
- One on one help and guidance

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
- ✓ Customised Programme
- ✓ 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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