Operations/Departmental Manager

Level 5 Apprenticeship

For Cohorts or Individual Learners

Ideal for managers responsible for operational and departmental goals.

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.

Ofsted
Good Provider
MTD Training Ltd
Employer reviews
★★★★ Excellent
Operations/Departmental Manager
Ideal for managers responsible for operational and departmental goals.

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Did you know?
We can run this as an in-house training programme for a cohort or we can use our eco-delivery model and run the programme completely through virtual training and virtual coaching enabling us to run the programme for individual learners.
Who Is This Programme For?

This programme is ideal for managers who run departments, other teams, or projects.

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

It will cover all the essential knowledge, skills and behaviours that are required to be a successful modern-day department head/operations manager.

What Will You Learn?

Being an effective department head or operations manager means that you need to be able to juggle many balls up in the air at the same time. There are the people management skills that you need, the various projects and workstreams that you are responsible for and of course, the key performance indicators that you need to achieve.

This 18-month programme will provide you with the knowledge, skills, and behaviours so you can excel at what you do to deliver operational plans, manage resources effectively and lead and develop the talent within your department.
How Is The Programme Delivered?

We Offer 2 Delivery Routes

**Cohort Delivery**
In-house, customised delivery for a number of you from the same company. Choose from face to face, virtual and online delivery methods.

**Individual Learner**
Monthly 2 hour virtual training and coaching sessions for individual learners. Flexible, remote learning that is personalised to your role.

**Cohort Delivery Options Can Include**
- 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
What Will Learners Improve?

Here's a high level overview of the knowledge, skills and behaviours taken from directly from the apprenticeship standards that 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.
Core Content Outcomes
Here are the overall topics covered across the programme.

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<th>Learning &amp; Behavioural Styles</th>
<th>Personal &amp; Professional Development</th>
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<th>Problem Solving &amp; Decision Making</th>
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<td>• Identifying problems and their causes</td>
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<td>• Prioritisation</td>
<td>• The problem solving process</td>
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<td>• Effective delegation</td>
<td>• Decision making techniques</td>
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<table>
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<th>Operational Management</th>
<th>Business Development</th>
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<td>• The functions of management</td>
<td>• Continuous improvement tools</td>
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<td>• Strategic and tactical planning</td>
<td>• Change management models</td>
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<td>• Approaches to operational planning</td>
<td>• Planning for change</td>
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<th>Building Relationships</th>
<th>Project Management</th>
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<td>• Stakeholder management</td>
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<td>• Collaborative working</td>
<td>• Issue management and mitigation</td>
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<td>• Conflict resolution</td>
<td>• Monitoring and evaluating a project</td>
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<th>Leading People</th>
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<td>• Profit and loss and the balance sheet</td>
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<td>• Financial governance and regulation</td>
<td>• Leading multiple and remote teams</td>
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<td>• Coaching models</td>
<td>• Equality, diversity and inclusion</td>
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<th>Developing High Performing Teams</th>
<th>Talent Management</th>
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<td>• Characteristics of high performance</td>
<td>• Recruitment and selection</td>
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<td>• Hackman’s five factor model</td>
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<td>• Transactional Analysis</td>
<td>• Planning and preparation</td>
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<td>• Communication skills</td>
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<td>• Giving constructive feedback</td>
<td>• One-to-one help and guidance</td>
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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.

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

**Digital Learning**
To take in-between learning events and to help embed the learning. Selfstudy and in the flow of work resources.

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

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

**Skills Individual Learning Plan**
Creation of a pre-programme learning and development plan. Includes goal setting and actions.

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

**Off-The-Job Training**
20% of the learner’s total working hours is used for “off-the-job” learning and development activities.

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

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

Upon successful completion of the Operations/Departmental Manager apprenticeship, learners will achieve a nationally recognised Higher Apprenticeship and those with 3 years of management experience will be eligible to apply for Chartered Manager status through the Chartered Management Institute.

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

Duration
Typically, this programme will take 18 months.

Eligibility
Learners without level 2 English and Maths will need to achieve this level prior to taking the end point assessment.

Enquire today
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