

Apprenticeship in Operations / Departmental Management Level 5

Accreditation	CMI
Course duration	18-24 months
Certificate valid for	Never expires

Who should attend

This apprenticeship is at Level 5 and is for apprentices working in the role of operations manager, regional manager, divisional manager, department manager or specialist manager from all sectors – the private, public or third sector – and all sizes of organisation.

Course information

Overview

The role of an operations / departmental manager is to take responsibility for managing teams and / or projects. They have responsibility for planning, delivering and achieving departmental goals and objectives. They are accountable to a more senior manager, head of department or small business owner and are responsible for the operational and / or policy delivery of the organisation's strategy. Working in different types and sizes of organisation, specific responsibilities and job titles will vary but the knowledge, skills and behaviours needed will be the same. Key responsibilities include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, and coaching and mentoring.

On completion of the apprenticeship, to support their professional career development and progression, apprentices may choose to register as full members with a relevant leadership and management professional body.

The new apprenticeship standard is applicable to professional managers from all sectors - the private, public or third sector - and all sizes of organisation.

The qualification gives learners the opportunity to:

- develop the technical knowledge and understanding that underpins competence in the stated job role
- learn about a range of transferable skills and professional attributes that support successful performance in the workplace
- achieve a nationally recognised Level 5 qualification
- develop confidence and readiness for the apprenticeship end-point assessment

Entry Requirements

No prior knowledge, understanding, skills or qualifications are required before learners register for this qualification. Learners will need to be on an apprenticeship programme or be otherwise employed in a role or function that involves the responsibility for managing teams and / or projects and achieving operational or departmental goals and objectives.

Assessment

There are five components that make up end-point assessment for the Operations / Departmental Manager apprenticeship standard.

End-point assessment will consist of a:

- Knowledge test
- Portfolio of evidence
- Competency-based interview
- Project Presentation/Question and Answer (Q&A) Session
- Professional discussion

Certification

To be awarded the Apprenticeship in Operations / Departmental Manager Level 5, candidates must achieve the following components:

- Diploma in Operations/Departmental Manager Level 5
- English Level 2 Functional Skill
- Maths Level 2 Functional Skill

End-Point Assessment - Apprentices must pass end-point assessment to be awarded the Apprenticeship in Operations/ Departmental Management Level 5.

More details

Progression Opportunities

With further training and development, learners can progress to more senior or complex management job roles.

On completion of the Operations/Departmental Manager Apprenticeship, apprentices may choose to register as full members with a relevant leadership and management professional body.