

Apprenticeships

Find your inner Superhero

Operations / Departmental Manager Level 5



Overview

An operations/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 or public sector and in all sizes of organisations, 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.

Modules Include:

- Operational Management
- Project Management
- Finance
- Leading and Managing People
- Building Relationships
- Communication
- Personal Effectiveness

These modules are all underpinned by a set of behaviours



Benefits:

Length of Programme:
24 Months



- Completion of the qualification will enable you to register with the CMI or the ILM and apply for Chartered Management Status
- Stepping stone to a more senior managerial role (within any sector)
- Knowledge Builder – helps understanding the knowledge and skills required to lead and motivate more junior managers
- Earn as you learn
- Government Recognised Qualification – equivalent to a Degree

End Point Assessment:

End Point Assessment (or EPA as it's known) has been created to assess the knowledge, skills and behaviours gained throughout the qualification. EPA is conducted by an external independent body chosen by the employer. EPA offers the chance to showcase your skills and be awarded a grade that reflects your performance. For this qualification the EPA consists of the following:

- Knowledge Test (a series of scenario and situational long answered questions)
- Structured Based Interview (series of questions to assess your "learner journey")
- Portfolio of Evidence (This needs to comprise a collection of evidence, which might include written statements, project plans, reports, observations by your assessor, performance reviews and any feedback from managers, stakeholders, peers or internal / external customers)
- Project report with a presentation, ending with a question and answer session (projects will be work related and of a topic of your choice, which will be agreed with your assessor)