

OPERATIONS/DEPARTMENTAL MANAGER – LEVEL 5



PROGRAMME

Each apprenticeship standard has its own criteria for the knowledge, skills and behaviours that will be developed over the apprenticeship programme.

KNOWLEDGE/SKILLS

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

- ✓ Project Management
- ✓ Finance
- ✓ Awareness of Self
- ✓ Managing of Self
- ✓ Decision Making

BEHAVIOURS

- ✓ Takes Responsibility
- ✓ Inclusive
- ✓ Agile
- ✓ Professional



DURATION

The duration of the Level 5 Operations/Departmental Manager Apprenticeship will typically be 22 months

The minimum duration on programme before an apprentice can take the end-point assessment is 12 months



QUALIFICATION

The entry requirements will be set by the employer and therefore may vary. You will typically need five GCSEs grade 4-9 (old system A*-C)

You may be required to take functional skills Maths and English at level 2, if you do not already hold the equivalent qualification GCSE grade 4-9 (old system A*-C). This will be done prior to the assessment of the apprenticeship



END POINT ASSESSMENT

The end-point assessment is the final showcase of competency for the apprentice across all the knowledge, skills and behaviours defined in the apprenticeship standards.

KNOWLEDGE TEST

Using scenarios and questions

INTERVIEW

Structured competency based

WORKBASED PROJECT

Including presentation and Q and A

PORTFOLIO

A final showcase portfolio to evidence development

PROFESSIONAL DISCUSSION

Relating to CPD



JOB ROLE

This apprenticeship is suitable for someone who is in a Operational or Departmental management position who manages teams and or projects and is responsible for planning, delivering and achieving departmental goals



DELIVERY

First Intuition is committed to dedicated support, added value and clear progression. Our apprenticeship delivery offers:

- ✓ Face to Face and live online skills development workshops
- ✓ Online learning environment to support learning throughout the apprenticeship
- ✓ Full membership of CMI and the CMI Diploma in Departmental Management qualification



PROGRESSION

On Completion of the Level 5 Operations/Departmental Manager apprenticeship there are further degree level apprenticeships to complete in a number of specialist areas