

# OPERATIONS MANAGER LEVEL 5

## OVERVIEW

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# Operations Manager Level 5 Apprenticeship Course Overview

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**An Operations or Departmental Manager is someone who manages teams and/or projects, ensuring they are working towards operational or departmental goals and objectives to deliver the organisation's strategy. They are accountable to a senior manager or business owner and support their team through coaching and mentoring.**

Creating and delivering  
operational plans

Help to manage change and  
assist with financial and  
resource allocation

**Key  
responsibilities  
may include:**

Managing projects and  
leading and managing teams

Work to deliver the  
organisation's strategy

**For more information please contact:**  
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Provide leadership and people management.



Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs.



Understand operational business planning techniques, including how to manage resources, development of sales and marketing plans.



Know how to manage multiple teams, and develop high performing teams



Leadership styles; lead teams; motivate and improve performance, through coaching and mentoring; organisational cultures and diversity and their impact on managing change; how to delegate.

# PROGRAMME DELIVERY



## Blended Learning:

**Facilitated Learning:** Learners complete learning sessions with their Tutor every 4 - 6 weeks

**Independent Learning:** Learners are expected to carry out self-study using online resources.

**Remote Visits:** Carried out between the learner and their HOT Tutor.

### Workshops

**Contact:** Learners have access to their HOT Tutor via email, telephone and online support.

**Practice Assessments:** Learners will complete practice and mock assessments at agreed milestones across the programme

### Programme Length

24 - 30 months + 5 months for the End Point Assessment

### Delivery Method

Programme delivered via 1-1 or group sessions and practice assessments at the workplace

# PROGRAMME MODULES

**The key topics that will be covered during the 30 months on programme are as follows:**

## **Personal Effectiveness**

- Understand time management techniques and tools, how to prioritise activities and the use of different approaches to planning, including managing multiple tasks.
- Use of time management and prioritisation techniques
- Understand problem solving and decision-making techniques, including data analysis.
- Understand organisational values and ethics and their impact on decision making.

# PROGRAMME MODULES



## Organisational performance

- Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs.
- Understand business development tools (eg SWOT), and approaches to continuous improvement.
- Understand operational business planning techniques, including how to manage resources, development of sales and marketing plans.
- Understand how to initiate and manage change by identifying barriers and know how to overcome them.
- Understand data security and management, and the effective use of technology in an organisation.
- Support, manage and communicate change by identifying barriers and overcoming them.
- Demonstrate commercial awareness, and able to identify and shape new opportunities.
- Produce reports, provide management information based on the collation, analysis and interpretation of data.
- Understand business finance: how to manage budgets, and financial forecasting.

# PROGRAMME MODULES



## **Interpersonal Excellence: Managing People & Developing Relationships**

- Understand interpersonal skills and different forms of communication and techniques and how to apply them appropriately.
- Leadership styles; lead teams; motivate and improve performance, through coaching and mentoring; organisational cultures and diversity and their impact on managing change; how to delegate.
- Support development through coaching and mentoring, and enable and support high performance working.
- Support the management of change.
- Understand approaches to partner, stakeholder and supplier relationship management.
- Know how to manage conflict at all levels.
- Build and motivate teams by identifying their strengths and enabling development within the workplace.
- Know how to manage multiple teams, and develop high performing teams.
- Understand performance management techniques, talent management models and how to recruit and develop people.

# SKILLS & BEHAVIOURS

The Skills & Behaviours element of the apprenticeship is to be completed with support from a Trainer Assessor making periodic visits to the apprentice in the workplace. The Trainer Assessor will support and guide the apprentice to ensure that they are developing the skills and competency required in accordance with the apprenticeship standard.

# MATHS & ENGLISH

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.





# END POINT ASSESSMENT



The **End Point Assessment** must only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that means they have achieved occupational competence. **End Point Assessment (EPA) normally takes 5 months to complete and consists of:**

## **Project with report**

You will complete a project and write a report. You must complete the project on-programme and pre-gateway. The EPAO will give you suggested project titles. The report should be a maximum of 4000 words (with a 10% tolerance). You must complete and submit the written project report and any presentation materials to the EPAO by the end of week 12 of the EPA period.

You need to prepare and give a presentation to an independent assessor. Your presentation slides and any supporting materials should be submitted at the same time as the project output. The presentation with questions will last at least 60 minutes. The independent assessor will ask at least 6 questions about the project and presentation.

## **Professional discussion underpinned by a portfolio of evidence**

You will have a professional discussion with an independent assessor. It will last 60 minutes. They will ask you at least 6 questions. The questions will be about certain aspects of your occupation. You need to compile a portfolio of evidence before the EPA gateway. You can use it to help answer the questions.

## **Apprenticeship grading:**

The available grades for this apprenticeship programme are Distinction, Merit, Pass or Fail.

**For further information please contact the apprenticeship team at HOT on 01422 399400.**

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