

# 5

Course code  
ST0385

Total Apprenticeship Duration  
29 Months

- On-Programme  
24 months
- Assessment Window  
5 months
- Day Courses  
7 remote sessions

Recommended EPA Organisation  
Chartered Management Institute



## Overview

As part of delivering the organisation's strategy, an Operations or Department Manager manages teams or projects, as well as achieving operational goals and objectives. Accountability for their actions falls with the senior management or business owner.

As a management professional working in the public, private or third sector and across all sizes of organisation, some key

responsibilities may include:

- creating & delivering operational plans
- managing projects
- leading & managing teams
- managing change
- financial & resource management
- talent management
- coaching & mentoring

On completion, candidates can register

as full members with the Chartered Management Institute (CMI); those with 3 years of management experience can apply for Chartered status through CMI.

Typical job titles include Operations Manager, Regional Manager, Divisional Manager, Department Manager and Specialist Manager.

## Apprenticeship Standard OPERATIONS MANAGER LEVEL 5

## Course content

### Knowledge

- Operational management approaches & models
- Business development tools & approaches to CPD
- Planning techniques & managing resources
- Sales/marketing plans & setting targets
- How to step-up & manage a project
- Business finance & how to manage budgets
- Different leadership styles & cultures
- Know how to manage multiple high-performing teams

### Skills

- Delivering results to include project management & finance controls
- Input strategic planning & create plans in line with organisational objectives whilst supporting, managing & communicating change
- Able to shape new opportunities
- Creation & delivery of operational plans including setting KPIs, monitoring performance & producing reports
- Interpersonal excellence –managing people & developing relationships
- Personal effectiveness – management of self and decision-making

### Behaviours

- Takes responsibility
- Demonstrates resilience
- Accountable
- Inclusive & seeks views of others
- Determined when managing difficult situations
- Agile & flexible to the needs of the organisation
- Professional
- Sets an example

## Entry requirements

Individual employers may set their own entry requirements. The apprentice must already be employed for over 16 hours per week. Candidates must have achieved Maths and English at Level 2 prior to their

training. Those who have not must achieve this prior to taking the end-point assessment and we will support this. Maths & English tests must be taken under exam conditions.

## On-programme development & training

Using the **OneFile** online portfolio, candidates will compile evidence demonstrating the application of knowledge, skills and behaviours relating to leading and management. The portfolio will typically contain 20 discrete pieces of evidence relating to direct practice. Candidates will also have the option of completing the Level 5 Diploma in Leadership & Management with CMI. This will help to underpin all the knowledge

required for the portfolio.

Whilst on programme, candidates will be supported with one-to-one visits and remote sessions. These sessions, day courses and associated pre/post study will help to contribute to the learner's off-the-job training. HOET will work with the employer and candidate to develop a training and development plan to ensure the remaining requirements to be met.

### Day Courses

The 7 day courses all underpin the knowledge required. These include Managing Budgets; Contributing to the Delivery of Projects; Organisational Operations & Managing Daily Activities; Principles of Management & Leadership; and Managing a Team & Building Stakeholder Relationships.

## Gateway & EPA

### Gateway

This is the preparation area for candidates' EPA, and can only be entered once the standard requirements have been met and we are in agreement with both the candidate and the employer that they are ready for EPA. Prior to Gateway, the employer and CMI will agree a project. Learners will be required to submit a summary of the content of the project at Gateway. During Gateway, candidates will need to produce a project proposal which will outline fully how the project will be implemented; please be aware that the project does not need to be completed during the EPA period.

They will also need to complete their presentation on the project proposal. The project proposal should have a real business benefit.

### End-point assessment

EPA is completed on the date we agree with the candidate and employer; this will be 12 weeks after entering Gateway to allow the candidate to complete their project proposal and presentation. The portfolio will have been submitted at Gateway. On the day of EPA, candidates will complete a professional discussion underpinned by the portfolio of evidence, followed by a presentation and Q&A on

their project proposal. The presentation should be 20 minutes and the remaining 40 minutes will be for questioning. Total EPA time is 2 hours. Once all elements of the EPA have been completed, the candidate will receive their final grading of Pass or Distinction (this can take up to 21 working days). Candidates will also gain a CMI Level 5 Diploma in Principles of Management & Leadership.

The recommended EPA organisation for this standard is **CMI (Chartered Management Institute)**.



INFORMATION



ADVICE & GUIDANCE



RECRUITMENT SUPPORT



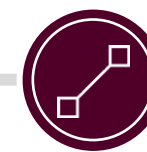
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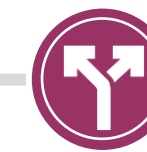
ON-PROGRAMME LEARNING



EPA PREPARATION

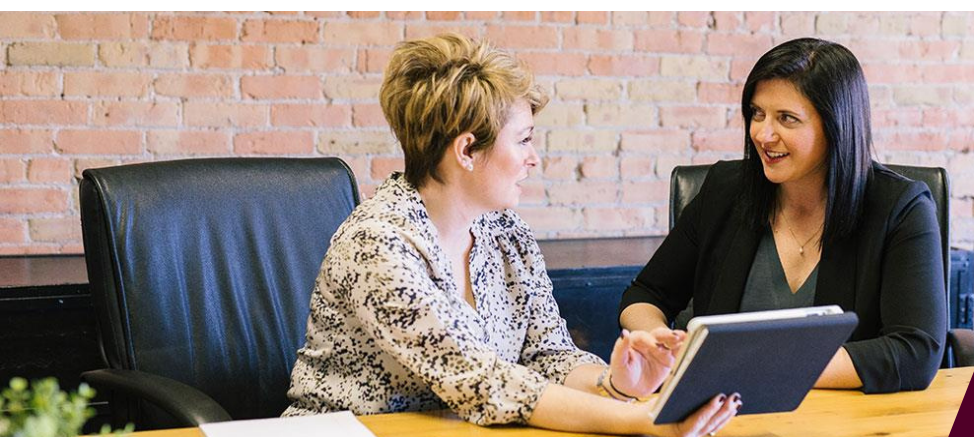


EPA



PROGRESSION ROUTES

*“I am proud to have completed this course and as a mature learner would encourage anyone of any age to complete this demanding but rewarding apprenticeship.”*



### Employer & learner satisfaction



of Employers would recommend us\*



of Apprentices would recommend us\*

\* From our 2020-2021 Employer & Apprentice Survey