

5

Course code
ST0385 v1.4

Total Apprenticeship Duration
29 Months

On-Programme
24 months

Assessment Window
5 months

Day Courses
7 remote sessions

Recommended EPA Organisation
Chartered Management Institute



Apprenticeship Standard **OPERATIONS MANAGER LEVEL 5**

Overview

Operational managers perform leadership and management duties with teams and senior managers to ensure teams fulfil their roles and meet organisational goals.

Responsibilities may include:

- managing teams, individuals & projects
- development of team members
- planning/reviewing workloads & resources

- problem resolution
- internal and external relationship building
- guidance to achieve set goals
- offering direction & instruction

To enable smooth functioning within all departments of an organisation, operations managers will ensure that their functions are administered and maintained in accordance with legislation and organisations policies and procedures. This involves setting,

managing and monitoring the achievement of core objectives aligned with the organisation's overall strategic goals. This role may require working in a diverse environment eg. offices, onsite locations or remotely, demonstrating flexibility and adaptability. As well as operating within agreed budgets and available resources, reporting to senior leaders.

Occupational duties

- Provides leadership and people management
- Keep up to date with IT and digital interventions such as Artificial Intelligence (AI) and software that can be used in their sector
- Analyse, Interpret and cascade data to enable tracking, trend analysis and metric reporting to enable decision making for managing objectives and targets
- Manage and influence activities and projects within budgets and resources to deliver change and continuous improvement
- Collaborate with and manage stakeholder relationships
- Lead the creation and implementation of their resource plans considering future organisation needs and impact on change requirements
- Interpret and comply with relevant legislation and regulation and the impact on their organisation
- Lead and manage the team to ensure the application of equity, diversity and inclusion principles
- Lead the team and individual training needs and support continuous professional development.
- Manage activities which drive the organisation's sustainability goals
- Communicate complex information to build understanding and drive team and organisational performance.
- Build and manage internal relationships and collaborate with colleagues to enable cross-team working
- Lead and respond to risk management, assessing the opportunities which could affect individual and team performance and finding solutions that meet their needs
- Develop and implement their operational plan that aligns with the strategic direction of the organisation

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. Whilst on programme candidates will be required to undertake a project which allows them to demonstrate the KSBs required for this assessment method, however the project itself does not form part of the assessment.

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 end point assessment.

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 contribute to the candidates off the job training. HOET will work with the employer and candidate to develop a training and development plan that ensures the remaining requirements can be met. Candidates will be supported with mock End Point Assessments. Development feedback will be provided at the end of these mocks to ensure candidates are given the required support to achieve EPA.

Day Courses

The 7-day courses all underpin the knowledge required. These include:

- Managing stakeholder relationships
- Managing a team to achieve results
- Managing change
- Creating & delivering operational plans
- Principles of management & leadership
- Forming successful teams
- Managing equality, diversity and inclusion
- Strategic corporate responsibility and sustainability

Gateway & EPA

Gateway

This is the check for candidates EPA and can only be completed and passed through once the standard requirements have been met and there is agreement with both the candidate and employer that they are ready for EPA. During this time, further mock assessments will be completed. Candidates will be required to hold the relevant Maths and English qualifications at level 2, have compiled a portfolio of evidence, completed a project whilst on-programme and have prepared a project report summary.

Assessment window and EPA

Once gateway has been completed, candidates move into their assessment window. Candidates move into their assessment window. Candidates will then have 12 weeks to complete a project

window. Candidates move into their assessment window. Candidates will then have 12 weeks to complete a project report based on the on-programme project completed. This report must be 4000 words and follow a set structure, providing an executive summary, introduction scope and business need, research and analysis outcomes, project outcomes, findings and recommendations and conclusions. They will also be required to complete a presentation covering an analysis of the internal and external factors which impacted their choice of project, a critical evaluation of the project activity justifying the reason for the project and details of the impact the project has had since it was completed. On the EPA day the candidate will be required to deliver their 20 minute presentation which will be followed by a 40-minute question and answer session

about their presentation. There will then be a 10-minute pause and upon return, candidates will complete a 60-minute professional discussion based on their portfolio submitted at gateway. Total EPA time allowed is 2 hours 10 minutes.

All elements of EPA are combined to determine the final grading according to guidance in the assessment plan. This can take up to 3 weeks. Should the candidate fail any elements of the EPA, there will be an opportunity to 'resit' that particular element.

The recommended EPA organisation for this standard is CMI upon enrolment.

This apprenticeship aligns with The Chartered Management Institute for Member, as well as, Chartered Manager Status, where the candidate can evidence 3+ years management experience.



INFORMATION



ADVICE & GUIDANCE



RECRUITMENT SUPPORT



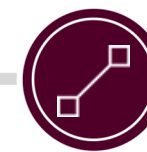
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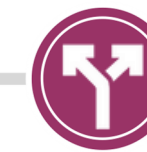
ON-PROGRAMME LEARNING



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