

# OPERATIONS MANAGER LEVEL 5



**Blended learning**  
including day courses



**Course duration**  
24 months (29 months with apprenticeship assessment)



**EPA Organisation**  
Chartered Management Institute



**Training time**  
Approx. 44 sessions



**Funded learning**  
Funded via the Apprenticeship Levy



**Apprenticeship level 5**

## OVERVIEW

The Operations Manager Level 5 apprenticeship is designed for professionals responsible for leading and managing teams to ensure organisational goals are achieved efficiently and effectively.

Operations managers oversee team performance, project delivery, and the development of staff, providing clear direction, guidance, and support to ensure objectives are met. They plan and review workloads, manage resources, resolve issues, and build strong internal and external relationships.

This role requires the ability to operate within organisational policies, procedures, and legislation while aligning team objectives with broader strategic goals. Operations managers work across diverse environments — including offices, onsite locations, or remotely. They demonstrate flexibility, adaptability, and the ability to manage budgets and resources effectively. They also report to senior leadership, providing insight and recommendations to support organisational success.

## WHAT TO EXPECT

- As an apprentice, you will have approximately 44 educator sessions throughout the duration of your apprenticeship.
- You will see your educator every 3 weeks for your online sessions. These appointments will be there to discuss your progress, assign you tasks and prepare you for your apprenticeship assessment.
- There are 8 mandatory day courses that you must attend as part of your apprenticeship. The topics are:
  - Managing stakeholder relationships.
  - Managing projects to achieve results
  - Managing change.
  - Creating and developing operational plans.
  - Principles of managing and leading individuals and teams to achieve success.
  - Forming successful teams.
  - Managing equality, diversity and inclusion.
  - Strategic corporate responsibility and sustainability.

## ENTRY REQUIREMENTS

Individual employers may set their own entry requirements. The apprentice must already be employed for over 16 hours per week.

- If a candidate is 16-18 they must have achieved maths and English at Level 2 prior to completion of the course, this is something that can be completed with us if needed.
- If a candidate is 19+ and hasn't achieved in Maths and English GCSE before enrolling, it is up to the employer to decide whether these qualifications should be attempted.
- The candidate must be employed in a suitable role.

## TYPICAL JOB ROLES

- Operations Manager
- Department Manager
- Operations Supervisor
- Business Operations Lead
- Resource Manager



# COURSE CONTENT

## Operational Planning & Strategy

Develop and deliver operational plans aligned with organisational goals. Set and monitor KPIs, manage projects, use effective planning techniques to allocate resources, and meet performance targets.

## Leadership & Team Development

Lead and motivate high-performing teams using adaptable leadership styles. Support professional development, manage performance, and build positive team cultures that drive results.

## Financial & Business Management

Manage budgets, resources, and costs effectively. Apply sound business understanding to decision-making, ensuring operations are efficient, cost-effective, and aligned with strategic objectives.

## Communication & Relationship Management

Foster strong internal and external relationships through effective communication and collaboration. Influence and negotiate with stakeholders to support change and achieve organisational goals.

## Personal Effectiveness & Professionalism

Demonstrate accountability, resilience, and professionalism. Remain adaptable to organisational needs, seek continuous improvement, and model inclusive, ethical, and determined behaviour in all aspects of leadership.

## EMPLOYER & LEARNER SATISFACTION

**97%**

of Apprentices would recommend us\*

**99%**

of Employers would recommend us\*

# APPRENTICESHIP ASSESSMENT

The apprenticeship assessment includes:

- A 4000 word written project report.
- 60 minute presentation with questions (20 minute presenting, 40 minutes for questions).

## ADDED VALUE - CHARTERED MANAGEMENT INSTITUTE (CMI) LEVEL 5 DIPLOMA IN MANAGEMENT AND LEADERSHIP

Whilst completing your Operations Manager Level 5 apprenticeship, you will also achieve a Level 5 diploma in Management and Leadership. Within this course you will enhance knowledge in areas such as leading teams, embedding policies, managing stakeholders, planning and delivering projects, navigating change, and executing operational plans.

As part of this apprenticeship, you will become a student member of the CMI, gaining access to a wide range of professional networks, resources, and career development opportunities.

Upon successful completion of the apprenticeship, learners will be eligible to apply for Chartered Manager Status, demonstrating professional competence and evidencing 3+ years of management experience.

### What are the benefits?

- Access CMI's exclusive Management Direct tools and leadership resources
- Build professional networks and enhance career development opportunities
- Strengthen leadership and strategic management expertise
- Progress towards Chartered Manager Status for formal professional recognition

