

OPERATIONAL DEPARTMENTAL MANAGER

LEVEL 5

An **Operations/Departmental Manager** manages teams and/or projects, and achieves operational or departmental goals and objectives as part of the delivery of the strategy of the organisation. They are accountable to a more senior manager or business owner. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

DURATION

30 months.

MANDATORY QUALIFICATIONS

- Level 2 in English and Maths

WHAT DOES THE QUALIFICATION COVER?

An Operations/Departmental manager will have knowledge of, be able to understand and apply in practice the following areas of learning:

- Operational Management
- Project Management
- Business finance, budgeting and financial forecasting
- Leading and managing people
- Building relationships
- Communication
- Self-Awareness
- Management of self
- Decision making
- Workplace behaviours (taking responsibility; inclusive, flexible, professional)

HOW WILL IT BE DELIVERED?

The apprenticeship can be delivered in a classroom setting to a cohort of learners or on an individual 1-1 basis to meet the needs of the employer and learner. Our blended learning approach supports the inclusion of additional elements of learning relevant to the individuals job role and specific employer requirements

Training will be delivered in line with the agreed Commitment Statement and will include:

- A robust initial assessment covering English and maths.
- Monthly 1-1 meetings between the apprentice and the trainer
- Tri-partite meetings every 12 weeks between the employer, learner and trainer to review progress and



- Learner progress is recorded via our e-learning platform, which gives access to a broad range of online courses and materials.
- The employer can access the learners e-portfolio using their own log in to check on progress.

Once the learner has completed the appropriate functional skills and the employer, learner and trainer agree that the apprentice has reached the required standard in their knowledge, skills and experience, the learner will be put forward for their EPA.

END POINT ASSESSMENT

The end-point assessment is designed to enable apprentices to demonstrate that they are fully conversant in the skills, knowledge and behaviours expected of individuals at this level. It is designed to provide the independent assessor with a holistic view of the apprentice, and allow them to assess to what extent the apprentice meets or exceeds the apprenticeship standard.

The end-point assessment will consist of:

- Assessment of knowledge through a test using scenarios, questions and responses
- Assessment of competency through a structured competency based interview
- Assessment of portfolio of evidence
- Presentation on work based project with Question and Answer session
- Continuing Professional Development Log reviewed and professional discussion

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