

Operations/Departmental Manager Higher Apprenticeship Standard



Course Level: Level 5

Campus: Both

Subject Type: Accounting, Business,
Esports, Computing & Travel

Course Overview:

This higher apprenticeship focuses on developing managerial skills in various industries. Apprentices learn about strategic planning, resource management and team leadership, preparing them for roles as departmental managers or operations managers.

What's Covered:

The topics you will cover whilst training include:

As part of the apprenticeship you will gain knowledge on operational management, project management and finance. You will be responsible for leading and managing people and have excellent communication skills to build partner and stakeholder relationships. You will also use your skills to manage your own performance and create your own personal development which will be reviewed.

Typical job roles include:

- Operations Manager
- Regional Manager
- Divisional Manager
- Department Manager
- Specialist managers.

Entry Requirements:

An operations/departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. 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.

Candidates need a minimum of four GCSEs, including maths & English (minimum grade 4/C). If you do not hold a suitable maths or English qualification, you will complete initial assessments to identify if you can achieve Functional Skills at level 2.

Assessment Information:

This is a 30-month programme with an integrated approach to the assessment of knowledge, skills and behaviours. You will complete the Level 5 Diploma in Management to allow for underpinning knowledge to be taught. You will have required to register with relevant professional bodies to provide access to management resources and CPD activities. You will have regular performance reviews with senior management and develop a portfolio of evidence which will include presentations, assignments and observation logs. Throughout your programme you will be also be required to undertake a work based project which will typically be within the last 6 months of the apprenticeship.

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Results
13%

above national
average

You will complete a portfolio of evidence to gain the Level 5 Diploma in Management and will complete 360 feedbacks with your peers and manager.

This qualification also has an End Point Assessment which includes:

Knowledge test, a structured competency based interview, assessment of portfolio of evidence, assessment of a work based Project followed by a presentation and a professional discussion.

To start the End Point Assessment, Apprentices must hold a Level 2 English and maths qualification.

Fees and Financial Support:

While you are on an apprenticeship your employer pays you a salary and supports you whilst you undertake your training.

Progression:

If you successfully achieve all parts of the apprenticeship, your assessor will discuss your next steps to take. Dependent on your roles and responsibilities, this may be the next level of the subject you have been studying already or a different pathway.

What else do I need to know?

On an apprenticeship programme you usually will work for a minimum of 30 hours a week for the employer and then have one day a week at college or designated time in the workplace.

Some job roles will require a DBS before starting, you will be advised at interview stage if this is required.

Whilst you are on an apprenticeship your employer pays you a salary, this includes all off the job training.

How do I find out more?

T: 01782 254287 (Newcastle office) / T: 01785 275660 (Stafford office)

E: apprenticeships@nscg.ac.uk