

OPERATIONS/DEPARTMENTAL MANAGER APPRENTICESHIP LEVEL 5

OVERVIEW

- This programme aims to provide the knowledge, skills and behaviours for exceptional leadership at a senior and strategic level impacting on performance, profit and productivity.
- Aimed at strategic/departmental leaders and/or the manager of managers.

FIVE THEME TITLES COVERED INCLUDING:

1. Personal Growth
2. Leading and Managing People to Achieve Success in an Organisational Context
3. Communication and Relationship Management
4. Delivering Results within an Organisational Framework
5. Improving Business Performance

EMBEDDED QUALIFICATIONS

Options available as follows:

- ILM Level 5 Diploma for Leaders and Managers
- CMI Level 5 Diploma in Management and Leadership
- Standard Only

LEARNING EXPERIENCE



e-Learning (BUD)



14 x Virtual Classrooms (including an EPA session)



Support Sessions with Learning & Development Practitioner (LDP)



7 x Formal Reviews with LDP and Line Manager



Workplace Development Activities



Presentation with Questions and Answers



Independent End Point Assessment



Professional Discussion underpinned by a Portfolio

EXAMPLE LEARNING JOURNEY

TYPICAL DURATION: 20 MONTHS + EPA

NO.	THEME	COMMENTS		
	INDUCTION	Sign up at start of learning	Programme Launch	Introduction to Theme 1
1	PERSONAL GROWTH	<p>This will cover online learning workplace development activities, regular support and interaction, reviews, 2 x 2 hour.</p> <p>Some of the topics covered within this theme include:</p> <ul style="list-style-type: none">• Reflective practice• Create an agile personal and professional development plan• Understanding own impact through self-awareness		
2	LEADING AND MANAGING PEOPLE TO ACHIEVE SUCCESS	<p>This will cover online learning workplace development activities, regular support and interaction, reviews, 4 x 2 hour facilitated online development sessions.</p> <p>Some of the topics covered within this theme include:</p> <ul style="list-style-type: none">• Leading and managing people to achieve success• Leadership theories and their application• Leadership leaders, multiple and remote teams• Improving performance through motivation and coaching• Leading and managing high performance		
3	COMMUNICATION AND RELATIONSHIP MANAGEMENT	<p>This will cover online learning workplace development activities regular support and interaction, reviews, 4 x 2 hour.</p> <p>Some of the topics covered within this theme include:</p> <ul style="list-style-type: none">• Approaches to partner, stakeholder and supplier relationships• Negotiation and influence• Chairing meetings• Managing a project		
4	DELIVERING RESULTS	<p>This will cover online learning workplace development activities regular support and interaction, reviews, 4 x 2 hour.</p> <p>Some of the topics covered within this theme include:</p> <ul style="list-style-type: none">• Approaches to operational management• Business development• Financial management• Scenario planning• Data analysis		
5	EPA	<p>Assessment method 1: Presentation with questions and answers, based on the apprentice's operations/departmental manager role, what they do and how this is relevant to their role and organisation. The end point assessment organisation will set the presentation title and questions.</p> <p>Assessment method 2: Professional discussion underpinned by the apprentice's portfolio of evidence, the 'endpoint assessment organisation' will require the submission of a completed portfolio before the final assessment.</p>		