

train
motivate
inspire

TOTAL
TRAINING PROVISION

Operations / Departmental Manager

Level 5 Apprenticeship Standard

Duration of the Apprenticeship - 25 Months

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 organisation's strategy.

They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisations, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same.

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

Roles may include:

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

This apprenticeship is ideal for managers who are moving into a middle management position and have previously completed level 3 and level 4 management apprenticeships.

Entry requirements

No formal qualifications are required for this apprenticeship, but you are expected to have enough management experience to carry out the responsibilities required.

Apprentices will be required to undertake initial assessment in maths and English and achieve a level 1 as a minimum initial assessment outcome.

Functional Skills

All apprentices will need to undertake Functional Skills in Maths & English at Level 2 as a mandatory part of their apprenticeship. Candidates who have achieved GCSE's or A levels in Maths & English A-C will be exempt from having to complete their functional skills with valid proof of their exemption certificates.

Progression opportunities

On successful completion, Apprentices may choose to register as associate members of the Chartered Management Institute and / or the Institute of Leadership & Management, to support their professional career development and progression.

Programme Overview

Apprentices will learn New skills, Knowledge and Behaviours as part of their job role. Apprentices will benefit from teaching and learning on the job by putting their skills into practice.

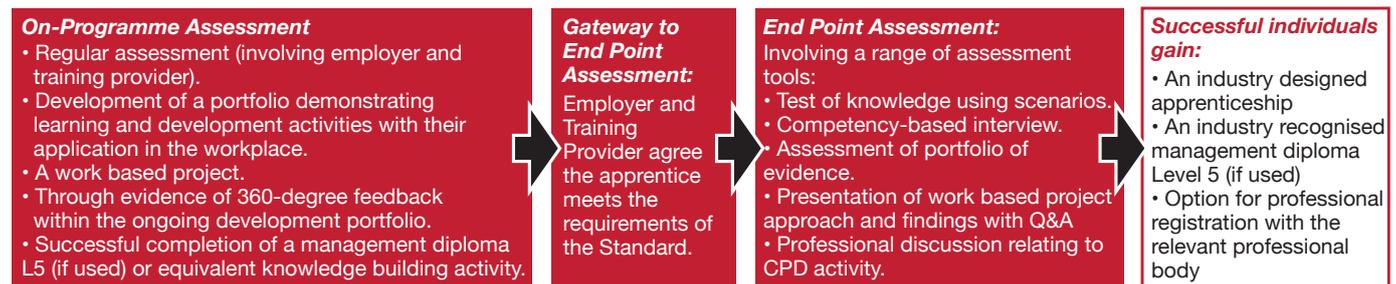
Additionally, apprentices will undertake off the job learning activities and other in work-based duties which will contribute to successful completion of their apprenticeship programme.

Apprentices will receive regular visits from their training assessors and have access to learning resources to support their learning and development on and off the job.

End Point Assessment

You will need to complete an end assessment to achieve your apprenticeship. The end-point assessment is carried out by an Independent Assessment Examiner, appointed by the assessment organisation, who will observe the Apprentice. It will demonstrate that you can apply your knowledge, skills and behaviours and satisfy the requirements of your Apprenticeship. The End Point Assessment requires apprentices to demonstrate they have achieved the standard.

Key Point: You may be assessed on any of the knowledge, skills and behaviours that you have learnt throughout your learning journey. *There are Three stages as detailed below:*



Assessment Method	Area Assessed	Assessed by	Weighting
Knowledge test using scenarios and questions	Knowledge of leading people, managing people, building relationships, communication, operational management, project management, finance	IAO*	30%
Structured competency based interview	Knowledge and application of learning relating to leading people, managing people, building relationships, communication, operational management, project management, finance	IAO*	20%
Assessment of portfolio evidence	Application of knowledge and demonstration of skills and behaviours relating to leading people, managing people, building relationships, communication, operational management, project management, finance, self-awareness, management of self and decision making, taking responsibility, inclusivity, being agile, professionalism	IAO*	20%
Assessment of the workbased Project followed by a presentation on Work based Project - with Q&A session	The approach, implementation and outcomes of the work based project, and how learning was applied.	IAO*	20%
Professional discussion	Evidence of CPD, training and personal development activities and how learning was applied to the role and workplace	IAO*	10%

*Independent Assessment Organisation

End-Point Grading

The final assessment and grading will be undertaken by the Independent Assessor. Marks will be allocated across the areas being assessed, with a maximum possible mark of 100.

The independent assessor will award marks based on their assessment of the components within the End Point Assessment.

The marks will be based on how the evidence presented contributes to:

- What the apprentice has shown they can do against the requirements of their job role
- How the apprentice has approached and the way they have completed the task(s)
- Who the apprentice has worked with demonstrating personal and interpersonal qualities they have brought to all their work relationships.

Grade	Total Mark
Distinction	70+
Merit	60+
Pass	50+
Fail	Less than 50

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