



Operations/Departmental Manager Level 5 Apprenticeship

92% Overall
Success Rate

7,500 Register with GP Strategies
for an Apprenticeship Programme

96% Employer
Satisfaction Rate

There are a Range of Incentives to Help Recruit and Train Your Staff

- Complementary apprenticeship recruitment service
- £1000 incentive for recruiting a 16-18 year old apprentice
- Full funding available for employers with less than 50 employees who recruit a 16-18 year old apprentice
- Free English, Maths and ICT training
- 90% government contribution for small and medium size employers
- Support for those individuals with additional learning needs

These are just a few reasons how your organisation can benefit from an Operations/Departmental Manager Apprenticeship through GP Strategies.

You Receive a Range of Guaranteed and Complementary Services

- ILM accredited qualifications
- ILM membership and access to learning resources
- Designated access to a subject matter expert skills coach
- Access to a large range of online resources
- Free NUS apprenticeship extra card for all apprentices
- Integrated EPA (End Point Assessment)

Why Choose GP Strategies Apprenticeships?

- Best achievement rates of the top 50 largest providers
- Rated Outstanding by Ofsted for Leadership and Management, Quality of Provision and Capacity to improve
- Continually high employer and apprentice satisfaction rates.
- ESFA Approved Training Organisation
- Accredited by Customer Service Excellence

Role of an Operations/Departmental Manager

Operations/Departmental Managers are people who manage teams and/or projects and achieve 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.

As part of this course there will be the opportunity to create and deliver operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.



Apprentice Journey

1	Induction, Initial Assessment
2	Leading People
3	Managing People
4	Building Relationships
5	Communication
6	Completion of Functional Skills
7	Introduction to Work Based Project
8	Operational and Project Management
9	Finance
10	Self-Awareness, Management of Self, Problem-Solving and Decision Making
11	Project SWOT Analysis and Planning
12	Work Based Project
13	Work Based Project and GAP Analysis
14	Finalise Project EPA Work (End Point Assessment)
15	Finalise Portfolio of Evidence for EPA
16	EPA Mock Tests
17	Revision and GAP Analysis
18	Gateway Meeting, Final Review and EPA Referral



On the Job Training

Whilst apprentices are carrying out their day to day role, they will be observed by a dedicated Skills Coach, who will offer support and guidance to enhance their knowledge.

Operational Management

Able to input into strategic planning and create plans in line with organisational objectives. Support, manage and communicate change by identifying barriers and overcoming them. Demonstrate commercial awareness and able to identify and shape new opportunities. Creation and delivery of operational plans including setting KPIs, monitoring performance against plans, producing reports, providing management information based on the collation, analysis and interpretation of data.

Managing People

Able to manage talent and performance, develop, build and motivate teams by identifying their strengths and enabling development within the workplace. Able to delegate and enable delivery though others.

Decision Making

Able to undertake critical analysis and evaluation to support decision making. Use of effective problem solving techniques.

Communication

Able to communicate effectively (verbal, non-verbal, written, digital) and be flexible in communication style. Able to chair and present meetings using a range of media. Use of active listening and able to challenge and give constructive feedback.

Project Management

Plan, organise and manage resources to deliver required outcomes. Monitor progress and identify risk and mitigation. Use relevant project management tools.

Finance

Able to monitor budgets and provide reports, and consider financial implications of decisions and approach recommendations accordingly.

Self-Awareness and Management of Self

Understand own impact and emotional intelligence and different learning and behaviour styles.

Building Relationships

Able to build trust and use effective negotiation and influencing skills and manage conflict. Able to identify and share good practice and work collaboratively with others both inside and outside of the organisation. Use of specialist advice and support to deliver against plans.

Leading People

Able to communicate organisational vision and goals and how these to apply to teams. Support development through coaching and mentoring and enable and support high performance working. Able to support the management of change within the organisation.

These are just some of the topics that you will be working towards. Your Skills Coach will support you to meet the requirements of the Apprenticeship.

Off the Job Training

We offer blended solutions to meet your needs, below is an example of how off the job training can be tailored to the learner and the organisation.

Time Management

2 day workshop/workbooks/online learning platform

This course demonstrates various time management strategies to help managers and leaders be more productive. By applying the techniques and strategies discussed throughout this course, you will be fully capable of making time for every task you need to do.

Performance Management

2 day workshop/workbooks/online learning platform

Performance management is about establishing a culture in which individuals and groups take responsibility for the continuous improvement of business processes and of their own skills. We aim to build the knowledge and skills needed for effective performance management culture in your organisation as well as maintaining and improving the quality of relationships.

Grievance

2 day workshop/workbooks/online learning platform

This course is about knowing how to apply the law effectively to grievance, discipline or dismissal situations essential for all managers. We will thoroughly review the legal issues to be aware of when resolving disputes in the workplace and will help you manage challenging situations effectively and according to best HR practice.

Change Management

2 day workshop/workbooks/online learning platform

This course entails change management strategies and how to approach the transition or transformation of an organisation's goals. As a manager you may be asked to identify and request change, manage its implementation or guide others. The course will use your own experience and organisation as well as examples from other organisations to stimulate your thinking.

Supplied by our Partner Organisations

e-Portfolio

e-Track is our flexible learner management tool for employers, apprentices and training providers to track progress, share learning resources and review ongoing achievement remotely and in real time.

You will have access to group and individual progress updates and direct support from our Skills Coaches throughout the apprentice journey.



“Our purpose is to enable people and organisations to develop their leadership skills for personal and economic growth.”

Online Accredited and Non Accredited Courses

GP Strategies Apprenticeships provide a fast and flexible online option for apprentices and employers to access training courses that can be studied at a time to suit. Courses typically range from 2-4 hours and include topics such as compliance, Health & Safety and self-development. You choose when, how and where you learn.

Please visit our website for a full course list.

What Happens Next?

1 Initial Meeting

- Initial meeting to establish the organisation’s requirements
- Explore current delivery models and resources
- Establish and agree programmes

2 Set Up

- Service level agreement
- Mobilisation and implementation planning
- Account management

3 Programme Design

- Programme design
- Programme content
- Complementary services
- Agree timetable and locations for enrolment
- Project delivery team

4 Programme Delivery

- Programme launch
- Initial assessment and enrolment
- Dedicated skills coach allocated
- Register for online resources
- Set up e-Portfolio

5 Support & Feedback

- Line manager briefings
- Apprentice progression review
- Management information
- Account management meetings
- Customer service review meetings

6 Review & Evaluation

- Quality assurance
- Programme review and evaluation
- Celebration of success
- Programme review and evaluation





Start learning with GP Strategies Apprenticeships and contact us today
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GP Strategies – committed to equality and valuing diversity



INVESTORS
IN PEOPLE

Silver

