

Operations / Departmental Manager Apprenticeship Standard

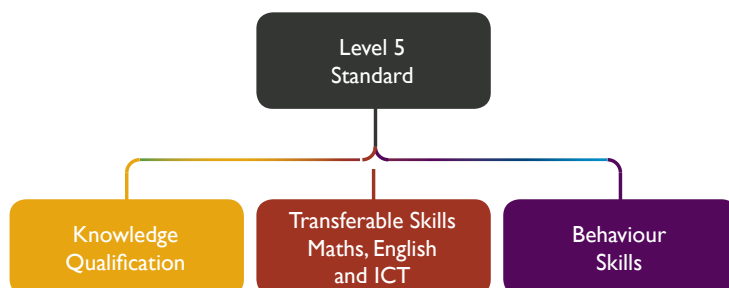
About the industry

Around 3.2 million people help to keep businesses running in the public, private and not-for-profit sectors. This includes registered directors, company and chartered secretaries, general administrators and specialist administrators who, in addition to general administration skills, also need sector-specific knowledge to fulfil job roles such as legal or medical secretaries.

Tomorrow's growth for UK plc will mean reshaping the economy around high-value and high-skill activities. This means that employment now and in the future requires more highly skilled people. Higher Apprenticeships are helping to meet this need. They are developed by employers for employers and help businesses grow the leaders of the future.

Level 5 managers are responsible for everything from creating and delivering operational plans, managing projects, and leading and managing teams, to managing change, financial and resource management. Responsibilities also include talent management, coaching and mentoring. Roles may include those of Operations Manager, Regional Manager, Divisional Manager, Department Manager as well as other specialist managers.

What you will learn



Knowledge

Organisational Performance – delivering results

- Operational Management
- Project Management
- Finance

Interpersonal Excellence – managing people and developing relationships

- Leading People
- Managing People
- Building Relationships
- Communication

Personal Effectiveness – managing self

- Self-Awareness
- Management of Self
- Decision Making

Skills

Organisational Performance – delivering results

- Operational Management
- Project Management
- Finance

Interpersonal Excellence – managing people and developing relationships

- Leading People
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- Building Relationships
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Personal Effectiveness – managing self

- Self-Awareness
- Management of Self
- Decision Making

Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professionalism

On the Job Training

Embedded Level 5 Diploma, mapped to the apprenticeship standard

End Point Assessment

- Knowledge Test using scenarios and questions
- Structured Competency based interview
- Assessment of Portfolio of Evidence
- Work based project, presentation and Q&A session
- CPD Log / Professional Discussion

Progression

On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

Average Length of Stay: 18 months

Price: £8,100