

Operations/Departmental Manager



Who is it for?

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. Working in the private, public or third sector and in all sizes of organisation, 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 and specialist managers

About the course

To achieve this apprenticeship, it is required to:

Complete **BTEC Level 5 Diploma for Managers and Leaders** – although this is not mandatory it is an additional qualification and gives knowledge, skills and evidence required for the award. This is completed with various assignments, professional discussions and observations.

Functional skills English and Math's – If the learner does not have English and Math's Qualifications GCSE or equivalent at grade C & above, then to complete the course they will work with a qualified functional skills tutor to complete the qualifications required.

End Point Assessment - During the course, the learner will be working towards the knowledge, skills and behaviours to go to gateway. Once the evidence has been completed and functional skills have been achieved and the employer feels that the learner is ready, then End Point Assessment can take place. This involves the examination board assessor a competency based interview, presentation of work based project approach and findings with question and answers, a professional discussion relating to CPD activity and a Multiple Choice Exam.

Learners will attend regular workshops to complete units and monitor and discuss progress.

The programme includes:

- Interview and induction programme
- Unlimited support and guidance from a qualified assessor via phone and email
- All programme documentation, files and materials
- One to one portfolio review session
- Regular workshops held in the workplace at pre-agreed dates and times
- Verification and certification on completion

What are the benefits for employers?

- Higher skilled and more motivated workforce
- Improved self confidence in carrying out work-based tasks
- Increased efficiency
- Reduction in staff turnover

What are the benefits for learners?

- A BTEC Level 5 Diploma for Leaders and Managers
- Opportunity to do further courses
- Career progression

For further information about the delivery of this award please contact

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