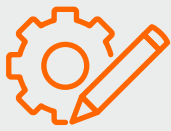


Customised



We'll partner with you to customise this apprenticeship so it is specific to your company and industry.

Practical



Providing your learners with the relevant knowledge, skills and behaviours to make an impact.

Blended



Select how you want your programme to run. Workshops, virtual, coaching, self-study or mix and match.

Operations Manager

Level 5 Apprenticeship

For Cohorts or Individual Learners

« Ideal for managers responsible for operational and departmental goals. »



Training provider
MTD Training Ltd
Employer reviews
★★★★ Excellent



Operations Manager

Ideal for managers responsible for operational and departmental goals.



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Did you know?

We can run this as an in-house training programme for a cohort or we can use our eco-delivery model and run the programme completely through virtual training and virtual coaching enabling us to run the programme for individual learners.

Apprenticeship Programme Overview



Who Is This Programme For?

This programme is ideal for managers who run departments, other teams, or projects.

It's aimed at **middle level and senior managers** who need to achieve department or operational goals and objectives.

It will cover all the **essential knowledge, skills and behaviours** that are required to be a successful modern-day department head/operations manager.

What Will You Learn?

Being an **effective department head or operations manager** means that you need to be able to juggle many balls up in the air at the same time. There are the people management skills that you need, the various projects and workstreams that you are responsible for and of course, the key performance indicators that you need to achieve.

This **18-month programme** will provide you with the **knowledge, skills, and behaviours** so you can excel at what you do to deliver operational plans, manage resources effectively and lead and develop the talent within your department.



At a glance

- ✓ Individual training needs analysis
- ✓ Monthly coaching sessions
- ✓ Role-based tasks and activities
- ✓ Online and blended learning
- ✓ Real-world projects
- ✓ Tangible outputs and impacts
- ✓ End Point Assessment



How Is The Programme Delivered?



We Offer 2 Delivery Routes



Cohort Delivery

In-house, customised delivery for a number of you from the same company. Choose from face to face, virtual and online delivery methods.



Individual Learner

Monthly 2 hour virtual training and coaching sessions for individual learners. Flexible, remote learning that is personalised to your role.

Cohort Delivery Options Can Include



Face to Face Masterclasses



LIVE Virtual Workshops



Digital Learning



Coaching



Assessments



Self-Directed Learning



Action Learning Sets



Peer to Peer Coaching



Work Based Project



Flipped Classroom

What Will Learners Improve?



Here's a high level overview of the knowledge, skills and behaviours taken from directly from the apprenticeship standards that learners can expect to improve on this programme.

Knowledge

- ✓ Regulation, legislation and compliance
- ✓ People management approaches
- ✓ Business strategy and continuity
- ✓ Stakeholder management
- ✓ Sustainability and environmental impacts
- ✓ Equity, diversity and inclusion
- ✓ Continuous improvement
- ✓ Change management



Skills

- ✓ Communication and presentations
- ✓ Problem solving and decision making
- ✓ Project and resource management
- ✓ Budgets and financial management
- ✓ Negotiation and influence
- ✓ Motivation and coaching
- ✓ Use of IT and data analysis
- ✓ Operational planning



Behaviours

- ✓ Professionalism, ethics and integrity
- ✓ Inclusivity, fairness and respect
- ✓ Accountability and ownership
- ✓ Continuous professional development
- ✓ Flexibility and adaptability
- ✓ Collaborative working



Did You Know...

We also offer a Team Leader Level 3 programme for First Line Managers and a programme for managers who run projects as part of their job - Associate Project Manager Level 4 Apprenticeship Programme.

Core Content Outcomes

Here are the overall topics covered across the programme.



Personal Development Planning

- Setting career goals
- Conducting a personal SWOT
- Gaining feedback from others



Management Of Self

- Time management
- Prioritisation
- Effective delegation



Communication & Interpersonal Skills

- Transactional Analysis
- Communication methods and techniques
- Giving constructive feedback



Problem Solving & Decision Making

- Identifying problems and their causes
- The problem-solving process
- Decision making techniques



Building & Managing Relationships

- Stakeholder management
- Collaborative working
- Conflict resolution



Business Development & Improvement

- Understanding business development
- Identifying opportunities for improvement
- Continuous improvement tools



Managing Change

- Types of change
- Change management models
- Planning for change



Project Management

- Project life cycles
- Project initiation
- Risk management



Project Implementation

- Project management tools
- Issue management and mitigation
- Monitoring and evaluation



Finance & Compliance

- Cash flow, forecasting and budgeting
- Profit and loss and the balance sheet
- Financial governance and regulation



Leading People

- Leadership vs management
- Leadership styles and approaches
- Leading diverse and inclusive teams



Motivation & Coaching

- Motivation in the workplace
- Coaching vs mentoring
- Coaching models



Developing High Performing Teams

- Understanding learning and development
- Identifying team training needs
- Developing team performance



Talent & Performance Management

- Recruitment and selection
- Managing performance
- Talent management models

Core Content Outcomes

Here are the overall topics covered across the programme.



Regulation & Legislation

- Organisational policies and procedures
- Compliance and its impact
- Delivering sustainability



Organisational Culture & Diversity

- Factors in creating culture
- Impacts of culture
- Equality, diversity and inclusion



Operational Management

- Organisational goals and strategy
- Strategic and tactical planning
- Approaches to operational planning



End Point Assessment Preparation

- Planning and preparation
- Practice and techniques
- One-to-one help and guidance

Learner & Employer Feedback



The mentoring with an impartial third party (my Skills Coach) has been invaluable in shaping my perspective on effective management practices and has significantly enhanced my operational management skills.

Clinic Manager,
Bodytonic Clinic Limited



The apprenticeship has supported improvements within the team to reduce errors, drive motivation and improve productivity.

Operations Director,
Wow Now Hire



CHANGING LIVES

I'm finding the programme very interesting and have learned a lot of practical skills based on sound theory. My confidence as a leader is improving, and I find delegating and leading change easier as a result.

Senior Fundraising Manager,
Changing Lives



The programme has continuously been engaging, relevant and high quality and support has been available wherever I've needed it.

Senior Conveyancing Manager,
Proddow Mackay LLP



Programme Structure

Designed in a way that will maximise the performance of each learner



Learning the theory of a topic is great but it's what the learner does to **embed the learning** and actually use it, that matters most. All **learning is reinforced** with ongoing coaching, online resources and off-the-job activity to bring it all to life. Each part of the programme supports the learner to apply their knowledge and skills via **INTENT – IMPLEMENT – IMPACT**.

✔ What did they plan to change? ✔ What did they change and how? ✔ What impact did it make?



Onboarding & Induction

Initial workshop and event about the programme and how to get a high grade.



Skills Individual Learning Plan

Creation of a pre-programme learning and development plan. Includes goal setting and actions.



Practical Learning Events

These can consist of workshops, masterclasses, virtual training, action learning sets, projects or coaching.



Regular Coaching Sessions

One to one development with a designated skills coach. Covers skills and an assessment progress review.



Digital Learning

To take in-between learning events and to help embed the learning. Selfstudy and in the flow of work resources.



Off-The-Job Training

20% of the learner's total working hours is used for "off-the-job" learning and development activities.



Ongoing Reviews

Held between the learner, employer and skills coach to monitor progress and to make any adjustments.



Support & Help

Our designated skills coaches will always be on hand to help your learners throughout the programme.



End Point Assessment

End of programme assessment. Consists of activities like observations, evidence, tests and discussions.



Apprenticeship

Learners gain a pass or distinction from their end point assessment based on their results.

Progress Reviews & End Point Assessment



Ongoing Reviews

As part of this programme your learners will receive regular coaching sessions. This will develop their knowledge, skills and behaviours further and also ensure that they're on track for passing the apprenticeship through tailoring the learning and development to each individual. Evidence of their development will be collated and stored within their e-learning account. This will allow their coach to review the skills and knowledge they have learnt and continually tailor their individual learning plan to their training needs.

Gateway

Before each learner is able to progress to the End Point Assessment (EPA) both you (employer) and their coach will ensure that they have the sufficient levels of knowledge, skills and behaviours required to pass - this is known as Gateway.

Once everyone is in agreement that the learner is ready, they can then progress to the End Point Assessment.

End Point Assessment



All apprenticeships contain a compulsory end of programme assessment, which is called an End Point Assessment (EPA).

Upon successful completion of the Operations Manager apprenticeship, learners will achieve a nationally recognised Higher Apprenticeship and those with 3 years of management experience will be eligible to apply for Chartered Manager status through the Chartered Management Institute.



Assessment

Assessment methods (or components of) can be:

- ✓ Observations
- ✓ Practical Assessments
- ✓ Tests
- ✓ Discussion
- ✓ Interview
- ✓ Presentation & questioning
- ✓ Project
- ✓ Evidence Portfolio
- ✓ Logbooks

How Much Does This Apprenticeship Cost?

Operations/Departmental Manager Level 5



For Levy Employers

£9,000 per person



For Non-Levy Employers (SMEs)

£450 per person
(you receive 95% funding)

Each learner receives

- ✓ Onboarding & Induction
- ✓ Customised Programme
- ✓ Digital Learning
- ✓ Ongoing Reviews
- ✓ End Point Assessment
- ✓ Skills Individual Learning Plan
- ✓ Regular Coaching Sessions
- ✓ Off-The-Job Training
- ✓ Support & Help
- ✓ Apprenticeship

Duration

Typically, this programme will take 18 months.

Eligibility

Learners without level 2 English and Maths will need to achieve this level prior to taking the end point assessment.



Enquire today



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