

Level 5 Operations Manager Apprenticeship



Introduction to Leadership and Management Apprenticeships

All apprenticeships are now based around a set of industry standards. These standards are concerned with the knowledge skills and behaviours that you will need to demonstrate you have achieved by the end of the apprenticeship program.

To demonstrate this standard, you will need to complete a work based project and a portfolio of evidence and we recommend you also complete the CMI Level 5 Certificate/Diploma in Leadership and Management. You will also need to have achieved a Level 2 Functional qualification in Maths and English.

Who is the Level 5 Operations Manager Apprenticeship for?

An Operations/Departmental manager is someone who manages teams and/or projects, and achieves 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 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.

This apprenticeship has been designed to provide access to development opportunities for as wide a range of individuals as possible. This includes individuals who are at the start of their senior leadership and management career.

What is the length of the apprenticeship program?

It will typically take up 18-21 months to complete, although the exact duration will be dependent on the previous experience of the individual and their contracted hours of work.



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Program Delivery

We deliver this program using a variety of support and delivery mechanisms and will include:

- 16 interactive remote or classroom based workshops. The workshops can be delivered in the workplace where there is a requirement to train multiple learners; or as part of an open cohort at a regional location. The workshops will be structured around the following CMI units which directly map to the knowledge standards of the apprenticeship:

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| 1. Use reflective practice to inform Personal and Professional development | 4. Managing stakeholder relationships |
| 2. Principles of operational leadership in an organisational context | 5. Managing projects to achieve results |
| 3. Developing, managing and leading individuals and teams to achieve success | 6. Creating and delivering operational plans |
| | 7. Managing change |
| | 8. Managing finance |

- Tutorials and one to ones with a Kingdom Academy Mentor/Coach
- Regular meetings with your Kingdom Academy mentor to discuss progress and your continuous professional development
- Use of E-portfolio and E-learning utilising CMI's Management Direct portal
- Additional learning and training arranged by your employer: this may include job shadowing/ in house training courses relevant to the Apprenticeship standards

Journey to Success: Progressing through Gateway to End Point Assessment

To pass through Gateway, you will need to:

- Present a show case portfolio that evidences the Knowledge, Skills and Behaviours you have gained during the programme. A large proportion of this portfolio will be met with a work based project
- Achieve Level 2 Functional Skills Maths and English
- Satisfy your mentor and your organisation that you are competent across all standards relating to skills, knowledge and behaviours of the Operations
- Manager apprenticeship standards and that the quality of your portfolio of evidence meets the standards of the apprenticeship

End Point Assessment: this is where your Apprenticeship work will be assessed and Graded by the Independent EPAO

End Point Assessment is formally assessed by the End Point Assessment Organisation as part of the End Point Assessment process and not by Kingdom Academy. For the Operations Manager the EPA consists of:

- Presentation of the project approved at Gateway with Q & A (50% of overall mark)
- Professional discussion based upon the portfolio (50% of overall mark)

- Submit a project proposal for approval by the End Point Assessor. Once approved, you will have 12 weeks to implement the project prior to your Live Assessment Day

If you meet these requirements, we will apply to the Endpoint Assessment Organisation (EPAO) for you to progress through Gateway to End Point Assessment (EPA). The added value is that you will also have achieved a ILM management qualification

Your apprenticeship will either be graded a Pass, or Distinction. On completion, you may choose to register as a Chartered Manager with the CMI; an accolade only usually offered at Level 6 and above*

*To be eligible for Chartered Management status, individuals must also have three years management experience and contract with the CMI for the EPA

Support with your Apprenticeship

We identify key milestones throughout your learner journey to achieve and you will be assigned a Mentor from Kingdom Academy who will support you from commencement of the programme all the way through to End Point Assessment (EPA). They will support you in meeting these milestones and getting to EPA. They will be a qualified trainer and have considerable experience of Leadership and Management apprenticeships.

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