



# Apprenticeship Standard

## Operations/Dept Manager Level 5

### Who is it accredited by?

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TheLightBulb deliver this standard through the Institute of Leadership & Management (ILM) and combine it with their level 5 Diploma in Management. On completion apprentices can register as full members with ILM and/or Chartered Management Institute (CMI) and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

### What is this apprenticeship standard?

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Typically this apprenticeship will take 24-30 months.

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.

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 taking their first steps into professional management, as well as those who may already have developed practical experience but who wish to develop their theoretical understanding of management skills.

### What are the entry requirements?

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The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment and we will support the learner through this programme where necessary.

Must be in a management position with direct reports and have responsibility for planning, delivering and achieving departmental goals.

### What's involved with this apprenticeship standard?

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The apprentices will be required to attend 24 workshops over the period of their apprenticeships during which they will be able to interact with other learners taking this level 5 qualification and develop the knowledge required to support their end point assessment.

They will be assigned an assessor/coach who will work with them throughout the qualification to support/mentor/teach and advise. The majority of this will take place at your premises.





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To achieve the qualification they will be required to demonstrate a set of knowledge, skills and behaviours through an end point assessment process carried out by ILM once the employer and TheLightBulb staff agree the apprentice has met the requirements. **The end point assessment** will test the entire standard and comprises of the following elements:

- Assessment of knowledge through a test using scenarios, questions and responses
- Assessment of competency through a structured competency based interview
- Assessment of portfolio of evidence
- Presentation on work based project with Q&A session
- Continuing Professional Development Log reviewed and professional discussion/question and answer session

A summary of the knowledge, skills and behaviours that will need to be demonstrated are as follows:

### Knowledge

- Organisational Performance – delivering results
- Interpersonal Excellence – managing people and developing relationships
- Personal Effectiveness – managing self

### Skills

- Organisational Performance – delivering results
- Interpersonal Excellence – managing people and developing relationships
- Personal Effectiveness

### Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professionalism

For a full breakdown please visit the following website

<https://www.instituteforapprenticeships.org/apprenticeship-standards/operations-departmental-manager/>

## What's next?

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For more information on how we can **upskill** your existing staff using this apprenticeship standard or help you to recruit an apprentice please call 01268 270648 or email [info@thelightbulb.net](mailto:info@thelightbulb.net)