



Apprenticeship Standard

Operations/Dept Manager Level 5

Who is it accredited by?

TheLightBulb deliver this standard through the Institute of Leadership & Management (ILM). 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?

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?

- Must be 16 or over and working at least 30 hours per week including all training and study time.
- Must be in an occupation relevant to the apprenticeship and hold a contract of employment.
- Must be allowed to use 20% of their working time to complete off the job training (6 hours a week from 1/08/2022)

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?

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

The learner will be assigned an learning and development mentor who will work with them throughout the qualification to support/mentor/teach and advise and to ensure that they are learning and meeting the requirements of this standard. The majority of this will take place using virtual systems + online meeting. Face to face on site visits can also be arranged.

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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 method 1: Professional discussion, underpinned by a portfolio of evidence**
This assessment will take the form of a professional discussion which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. A professional discussion is a two-way discussion which involves both the independent assessor and the apprentice actively listening and participating in a formal conversation. It gives the apprentice the opportunity to make detailed and proactive contributions to confirm their competency across the KSBs mapped to this method.
- **Assessment method 2: Project proposal, presentation and questioning**
The assessment method is the production of a project proposal, presentation and questioning. The work is carried out after the apprentice has gone through the gateway. A project proposal involves the apprentice completing a relevant and defined piece of work that has a real business benefit. The project proposal must be undertaken after the apprentice has gone through the gateway. Apprentices will prepare and deliver a presentation that, along with the proposal, appropriately covers the KSBs assigned to this method of assessment. It will be followed by questioning from the independent assessor.

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?

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

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