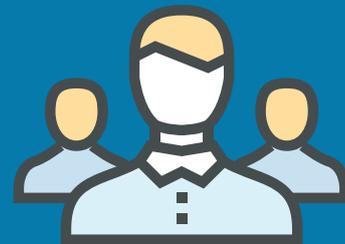


DEVELOPING YOUR CAREER IN OPERATIONS AND DEPARTMENTAL MANAGEMENT



If you're looking to progress your career as a qualified management professional our Operations and Departmental Managers Apprenticeship may be just for you. Our apprenticeship courses are designed to be flexible and to fit perfectly alongside your existing role.

IS THIS APPRENTICESHIP FOR YOU?

This qualification provides both an ideal start in the occupation and supports progression within the sector. It is ideal for managers with responsibilities such as creating and delivering operational plans, managing projects, leading teams, managing change, financial and resource management, talent management, coaching and mentoring.

THE APPRENTICESHIP IN BRIEF



Apprenticeship Level
Level 5



Apprenticeship Duration
Between two years and 30 months



Apprenticeship Delivery - Blended approach
A mix of face-to-face, Skype, telephone and online learning



End of Course Qualifications
ILM Level 5 Diploma in Leadership & Management and Functional Skills Level 2 in English and maths (if required)



End-Point Assessment
A scenario-based knowledge test, a competency-based interview, an evidence-based portfolio, a presentation of work-based project with Q&A, a professional discussion relating to CPD activity

THE APPRENTICESHIP JOURNEY

- 24 - 30 months on programme** - a period of teaching and learning helping you develop the knowledge, skills and behaviours and support you to be ready for end-point assessment.
- Gateway** - the time at the end of the 24-30 months when your Line Manager, Training Provider and yourself review the on-programme journey and determine if you are ready for the on-programme assessment. For the Operations/Departmental Manager Standard you will need to have:
 - ILM Level 5 Diploma in Leadership & Management
 - Achieved Level 2 Literacy and Numeracy
 - Completed a synoptic work-based project
 - Developed an on-programme portfolio evidencing your management knowledge, skills and behaviours
- End-Point Assessment** - carried out by an independent end-point assessment organisation you will need to demonstrate the required knowledge, skills and behaviours through a scenario-based knowledge test, a competency-based interview, an evidence-based portfolio, a presentation of a work-based project and a professional discussion relating to continuing professional development

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DEVELOPING YOUR CAREER IN OPERATIONS AND DEPARTMENTAL MANAGEMENT



WHAT YOU WILL LEARN

By the end of your apprenticeship, you will consolidate the experiences you have already had in management and develop some core attributes:

KNOWLEDGE OF:

operational management;
project management;
finance;
leading people;
managing people;
building relationships;
communication;
awareness of self;
management of self;
decision making.

DEVELOPMENT OF SKILLS TO:

Undertake the tasks and responsibilities according to your job role;
create an inclusive working environment;
communicate clearly;
demonstrate professionalism;
practice agile management methods.

At the start of your apprenticeship, we will assess your skills in English and maths. If you need extra help to reach the required level, support will be built into your training sessions and provided through Interserve's Virtual Learning Environment.



HOW YOU WILL LEARN

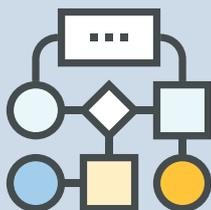
Our aim is to help you get the most out of this apprenticeship. We will work with you and your employer to make sure you're getting all the coaching and support you need with the right balance of face-to-face and virtual learning.

TRAINER SESSIONS

Your dedicated trainer will be an experienced professional in the management field and will guide you through your on-programme journey. The style of training is designed for you to learn about and be tested against the knowledge, skills, and behaviour requirements as well as allowing you to pick the brains of your trainer.

VIRTUAL LEARNING ENVIRONMENT

You will also gain access to further learning and support via Interserve's Virtual Learning Environment. Your trainer will set learning tasks following each trainer session on the online system throughout your on-programme journey.



THE END RESULT

Once you've passed the Gateway requirements, it's time to take your scenario-based knowledge test, a competency-based interview, an evidence-based portfolio, a presentation of a work-based project and have a professional discussion relating to continuing professional development. If you're successful, you will then have added the Operations/Departmental Manager qualification to your career toolkit