



DEVELOP THE NEXT GENERATION OF OPERATIONS AND DEPARTMENTAL MANAGERS

Do you want to support your employees to become qualified management professionals, inspiring and developing their people effectively and efficiently? If so, the Operations and Departmental Manager (Level 5) Apprenticeship is designed to help you to do just that.

WHAT'S INVOLVED?

We will deliver a fully supported on-programme apprenticeship journey, designed to complement your own internal learning and development activity and help you get the maximum return on your investment from your employee's training. Our programme includes the achievement of the Institute of Leadership and Management (ILM) Level 5 Diploma in Leadership & Management, enabling your employees to be ready for the End-Point Assessment required to complete their apprenticeship journey.

IS THIS APPRENTICESHIP FOR YOUR BUSINESS?

This qualification provides both an ideal start for new recruits or supports progression for current employees new to management roles. It is ideal for management staff with responsibilities including: 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 Delivery - Blended approach
Classroom, webinar, face-to-face, Skype, telephone and online learning



Duration
Between two years and 30 months



End of Course Qualifications
ILM Level 5 Diploma in Leadership & Management
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

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THE APPRENTICESHIP JOURNEY

- 1) **24 - 30 months on programme** - a period of teaching and learning to help your apprentice develop the knowledge, skills and behaviours, supporting them to be ready for end-point assessment
- 2) **Gateway** - the time at the end of the 24-30 months when the Line Manager, Training Provider and Apprentice review the on-programme journey and determine if your apprentice is 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 their Management knowledge, skills and behaviours
- 3) **End-Point Assessment** - carried out by an independent end-point assessment organisation your apprentice 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 work-based project and a professional discussion.



WHAT YOUR EMPLOYEES WILL LEARN

By the end of their apprenticeship, they will consolidate the experiences they have already had in Project Management and develop some core attributes:

Knowledge, skills and behaviours:

Of their role in operational management; the importance of project management; operational finance; how to effectively lead and manage people; building relationships; communication; self-awareness; self-management; decision making.

Demonstrate the behaviours needed around:

Taking responsibility; inclusivity; agile practices; professionalism.

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



HOW YOUR EMPLOYEES WILL LEARN

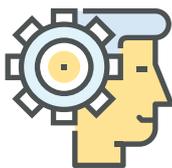
The aim is to help your apprentices get the most out of this apprenticeship. We will work with them to make sure they're getting all the coaching and support they need through the right balance of face-to-face and virtual learning.

Trainer Sessions

Their dedicated trainer will be an experienced professional in the management field and will guide them through their on-programme journey. The style of training is designed for them to learn about and be tested against the knowledge, skills, and behaviour requirements as well as allowing them to pick the brains of their trainer. They will have a 1-2-1 session with their trainer at least once a month, supplemented by a teaching and learning session either through a webinar or classroom session as required.

Virtual Learning Environment

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



THE END RESULT

Once the individual has passed the Gateway requirements, it's time for them to take their 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. If they're successful, they will then become a fully qualified Operations/Departmental Manager.

We will facilitate the delivery of the Apprentice's End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

