

Apprenticeship Overview

An Operations Manager manages teams and/or projects, in order to fulfill specific goals and objectives, whilst being accountable to a more senior manager. An Operations Manager is often responsible for coordinating activities and setting deadlines for the wider team. They may also be required to ensure stock availability, arrange for orders, payments and deliveries.

Key Responsibilities

Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, steering change, financial and resource management, talent management, coaching and mentoring.

An Operations Manager is also often required to plan, schedule and review feasibility of systems and allocations of workload, as well as providing guidance to employees.

Knowledge covered within the programme includes:

- Leading People
- Finance
- Project Management

Qualifications Included

Apprentices without Level 2 English and maths (GCSE Grade 4 or equivalent) will need to achieve this prior to taking the end-point assessment.

As part of the apprenticeship, your Apprentice will build a portfolio of evidence related to their role and requirements of the end point assessment.

On successful completion apprentices can register as full members with the Chartered management institute and/or the Institute of leadership and management, and those with 3 years' of management experience can apply for Chartered manager status through the CMI.

Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade 4 (or equivalent) minimum.

The employer may also choose to consider applicants based on relevant prior experience.

Programme Level

Level 5

Duration

Expected duration 18 months plus 4 month End Point Assessment (EPA)

Job Roles

Specific job roles may include: Operations Manager, Regional Manager, Department Manager and Specialist Managers.

Delivery Method

The programme covers nine themes covering all of the knowledge, skills and behaviours within the standard. End Point Assessment (EPA) is a constant thread throughout the delivery with regular touch points throughout to ensure apprentices are fully prepared and confident when they go through to EPA.

The delivery model combines biweekly tutor workshops, e-learning through our Competence learning App and guided workplace activities to create a rounded learning experience. Apprentices will be part of a small cohort providing them with a support network beyond their tutor and workplace where they can share and support each other on the challenges they face within their roles.

End Point Assessment Method:

As part of the apprenticeship standard an external End Point Assessment Organisation will carry out your end point assessment using the following methods:

- Professional discussion, underpinned by a portfolio of evidence
- Project proposal, presentation and questioning

Progression

On completion, apprentices can register as full members with the Chartered Management Institute (CMI) and/or the Institute of Leadership & Management (ILM), and those with three years' of management experience can apply for Chartered Manager status through the CMI.

