OPERATIONS MANAGER
Level 5

🕐 20 Months

An operations manager is someone who manages teams and projects, and the achievement of operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. Key responsibilities may include creating and delivering operational plans, managing projects, leading, managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

FUTURE OPPORTUNITIES

- Operations Manager
- Regional Manager
- Divisional Manager
- Department Manager
- Specialist Manager

OUR PARTNERS

PROGRAMME OF STUDY

- Off-the-Job Training Logged
- Portfolio of Evidence - referenced to KSBs
- Project Brief
- Level 2 Functional Skills Maths - if required
- Level 2 Functional Skills English - if required

KNOWLEDGE SKILLS

- Operational Management
- Project Management
- Finance
- Leading People
- Managing People
- Building Relationships
- Communication
- Self-Awareness
- Management of Self
- Decision Making

BEHAVIOURS

- Takes Responsibility
- Inclusive
- Agile
- Professionalism

RESULTS

100%
EPA Pass rate with 100% of learners achieving a Merit or higher

EXCELLENT
reviews from employers and learners on 'Find an Apprenticeship'

97%
of our learners are satisfied with their overall learning experience

PROFESSIONAL DISCUSSION UNDERPINNED BY PORTFOLIO OF EVIDENCE

- This is a two-way discussion between the independent assessor and apprentice, both actively listening and participating in a professional, formal conversation
- The duration of the professional discussion will be a minimum of 60 minutes
- The independent assessor will ask a minimum of six questions from the relevant KSB question bank
- The independent assessor will also ask follow-up questions for clarification and to provide an opportunity to cover the related KSBs
- The portfolio of evidence will be available and can be referred to by both parties during the professional discussion
- The portfolio of evidence, generated on programme, will contain 20 discrete pieces of key evidence , each of which must be clearly mapped to the related KSBs
- The portfolio of evidence underpins the professional discussion and is not formally assessed or graded

PROJECT PROPOSAL - COMPONENT 1

- The project proposal involves the apprentice completing a relevant work project that has real business benefit
- Employer support is required for the project, and this must be evidenced in the form of a written communication
- The project can be based on the following examples:
  - Improving efficiency in the workplace
  - Continuous improvement reviews
  - Service, product, or process reviews
  - Implementing a direct saving for a team, department, or business
- A 500-word project brief is required at Gateway outlining the project title and scope, this will be signed off by the end point assessment organisation to confirm suitability
- The project commences after the apprentice has passed Gateway
- The project proposal will be approximately 4,000 words including tables, graphs and data, and is completed over a maximum period of 12-weeks after Gateway
- The project must be completed unaided and needs to be referenced to the relevant KSBs

PROJECT PRESENTATION WITH QUESTIONING - COMPONENT 2

- This involves the apprentice presenting their project to the independent assessor, followed by questions
- The presentation is completed and submitted at the same time as the project proposal, a maximum of 12-weeks after Gateway
- 2-weeks notice of the presentation date will be provided to the apprentice
- The duration of the presentation and questioning will be a minimum of 60 minutes - 20-minute presentation, 40-minute questioning
- The independent assessor will ask a minimum of eight questions after the presentation, one from each of the relevant KSBs
- The independent assessor may ask additional follow-up questions where clarification is required
- The presentation can be delivered by any media the apprentice deems appropriate
- The presentation and questioning will take place in a suitable controlled environment

CTskills

EPA GRADES

- Pass
- Distinction

Ofsted Good Provider