

look forward to a

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FUTURE
WITH NBC**

Believe It, Achieve It!

OPERATIONAL & DEPARTMENTAL MANAGER LEVEL 5

An Operations or 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 and occupations may include: Operations manager, Regional manager, Divisional manager, Department manager and Specialist managers.

What knowledge and skills will the apprentices develop?

Organisational Performance

- Operational management
- Project management
- Finance

Personal Effectiveness

- Self awareness
- Management of self
- Decision making

Interpersonal Skills

- Leading people
- Managing people
- Building relationships

Behaviours

- Takes Responsibility
- Agile
- Inclusive

Duration: Typically this apprenticeship will take 2-2.5 years

Apprentices without level 2 English and maths will need to achieve this prior to taking the end point assessment.

On 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 management experience can apply for Chartered manager status through CMI.

Cost

This apprenticeship has been allocated a maximum funding band of £7000 which is the anticipated full cost of delivering this standard and the end point assessment. The government will fund 95% of this apprenticeship for non levy employers.

Delivery

Through on line workshops, classroom delivery, one to one support.

End Point Assessment

The EPA period should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

Professional discussion underpinned by a portfolio of evidence which lasts at least 60 minutes:

For professional discussion underpinned by a portfolio of evidence, the apprentice will be required to submit:

- A completed portfolio of evidence The portfolio of evidence requirements are as follows:
 - apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship
 - it must contain evidence related to the KSBs that will be assessed by the professional discussion
 - the portfolio of evidence will typically contain 20 discrete pieces of evidence
 - evidence must be clearly mapped, in an annex, against the KSBs allocated to this assessment method
 - evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested
 - evidence sources may include:
 - o workplace documentation/records, for example workplace policies/procedures, records
 - o witness statements
 - o annotated photographs
 - o video clips (maximum total duration 20 minutes); the apprentice must be in view and identifiable
- This is not a definitive list; other evidence sources are possible.

Project Proposal, presentation and questioning

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.

