



Level 5

# Operations or Departmental Manager



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# FAQs

**Q: Who is the qualification for?**

**A:** Those who are typically involved in delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring. Roles may include Operations manager, Regional manager, Divisional manager, Department manager and Specialist manager.

**Q: Is it part of an apprenticeship standard or initiative?**

**A:** ST0385 – Operations or Departmental Manager

**Q: What does the qualification cover?**

**A:** This qualification allows candidates to learn, develop and practice the skills required for employment and a career as an Operations Manager, Regional Manager, Divisional Manager, Department Manager or Specialist Manager. The content covers all essential areas With a focus on Managing teams and projects in line with a private, public or voluntary organisation’s operational or departmental strategy as mapped out to the Institute of Apprenticeships standards.

**Q: What is a Level 5 Operations or Departmental Apprenticeship?**

**A:** It’s a work-based program combining on-the-job training with classroom learning, equipping you with skills to achieve operational or departmental goals and objectives, working across different teams and projects across an organisation.

**Q: What opportunities for progression are there?**

**A:** This qualification allows candidates to go on to develop key skills and behaviours to support their progression towards management responsibilities and progress to higher level management & training courses and expand their management career.

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 of management experience can apply for Chartered Manager status through the CMI.

# FAQs

**Q: What will I be responsible for?**

**A:** Managing teams and projects in line with a private, public or voluntary organisation's operational or departmental strategy.

**Q: What skills will I learn?**

**A:** To be able to create and deliver operational plans, manage projects, lead and manage teams and change, as well as financial and resource management the learner will gain skills in talent management, coaching and mentoring.

**Q: What level qualification is it equivalent to?**

**A:** This qualification is equivalent to a foundation degree, or a Higher National Diploma (HND).

**Q: What industry sectors is it suitable for?**

**A:** All sectors! Public, private, charities all rely on excellent operations / departmental managers.



# Structure

## Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five Gases at Grade C or higher.

## Structure

Our candidates are trained to the highest standards and are fully supported to develop all the knowledge, skills and behaviours required to be an Operational or Departmental Manager.

The course duration is typically 24 - 36 months.

## Knowledge

Our course is delivered via live training webinars with specialist tutors.

## Skills and Behaviors

You will be appointed a designated Learning & Skills Teacher, who will coach you through your qualification and complete regular assessments with you to support you in completing your qualification. You will have weekly contact with your tutor.



## Course Contents

- What is a Departmental / Operations Manager's Role & Function?
- Operational Management
- Project Management
- Self - Awareness
- Leading People
- Managing People
- Decision-Making & Planning
- Finance
- Communication and Interpersonal Skills
- Teamwork and collaboration

Completion of these units will produce a portfolio of evidence of your competency.





## What is an Operations or Departmental Manager's Role & Function?

You will be introduced to the role and responsibilities and essential attributes and behaviours required in the various Operations & Departmental Managers roles.

Additionally, it will teach you the ability to achieve operational or departmental goals and objectives, as part of the delivery of the organisation's strategy.

As well as the knowledge, skills and behaviours needed in creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

# Operational Management

- The learner will gain the knowledge to understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs.
- Be able to understand business development tools (e.g. SWOT), and approaches to continuous improvement.
- Understand operational business planning techniques, including how to manage resources, development of sales and marketing plans, set targets and monitor performance.
- Gain knowledge of management systems, processes and contingency planning.
- Be able to understand how to initiate and manage change by identifying barriers and knowing how to overcome them.
- Understand data security and management, and the effective use of technology in an organisation. Able to input into strategic planning and create plans in line with organisational objectives.
- You will develop the skills to demonstrate commercial awareness and be able to identify and shape new opportunities.
- Create and deliver operational plans, including setting KPIs, and monitoring performance against plans.
- Produce reports, providing management information based on the collation, analysis and interpretation of data.





## Project Management

- You will gain the know-how to set up and manage a project using relevant tools and techniques and understand process management as well as understand approaches to risk management.
- Learn to plan, organise and manage resources to deliver the required outcomes.
- Monitor progress and identify risk and their mitigation and be able to use relevant project management tools.
- You will show the drive to achieve in all aspects of work and demonstrate resilience and accountability, with determination when managing difficult situations.
- You will always be seeking new opportunities.



## Self - Awareness

- Learn to develop your effectiveness by understanding your impact and emotional intelligence.
- Understand the different learning and behaviour styles
- Learn time management techniques and tools, and how to prioritise activities using different approaches to planning, including managing multiple tasks.
- The learner will be able to reflect on their performance, working style and its impact on others and be able to create a personal development plan and use of time management and prioritisation techniques.





## Leading People

- Understand different leadership styles and how to lead multiple and remote teams as well as manage team leaders.
- Know how to motivate and improve performance, supporting people using coaching and mentoring approaches.
- Understand organisational cultures and diversity and their impact on leading and managing change.
- Know how to delegate effectively.
- You will learn how to communicate your organisation's vision and goals and how these apply to teams.
- Obtain the skills to enable and support high-performance working and support the management of change within the organisation.





## Decision-Making & Planning

The learner will develop the skills to exercise proactivity and good judgement to make effective decisions based on sound reasoning be able to deal with challenges in a mature way and know when to seek advice from more experienced team members when appropriate.

- You will learn to take responsibility for initiating and completing tasks and managing priorities and time to successfully meet deadlines.
- You will positively manage the expectations of colleagues at all levels.
- Gaining the confidence to make suggestions for improvements to working practice, and showing understanding of implications beyond the immediate environment (e.g. the impact on clients, suppliers, and other parts of the organisation).
- Learn to manage resources e.g. equipment or facilities.
- Organise meetings and events.
- Be able to take minutes during meetings and create action logs as appropriate.
- Take on the responsibility for logistics e.g. travel and accommodation.

# Finance

You will gain the knowledge and skills required to Understand business finance, including how to manage budgets and financial forecasting.

You will learn how to monitor budgets provide reports, consider the financial implications of decisions and adjust approaches and recommendations accordingly to drive operational performance and deliver results.





## Communication & Interpersonal Skills

Develop the knowledge and skills to communicate and influence through a range of media e.g., phone, face-to-face, email, online/ virtual, adapting their style to their audience.

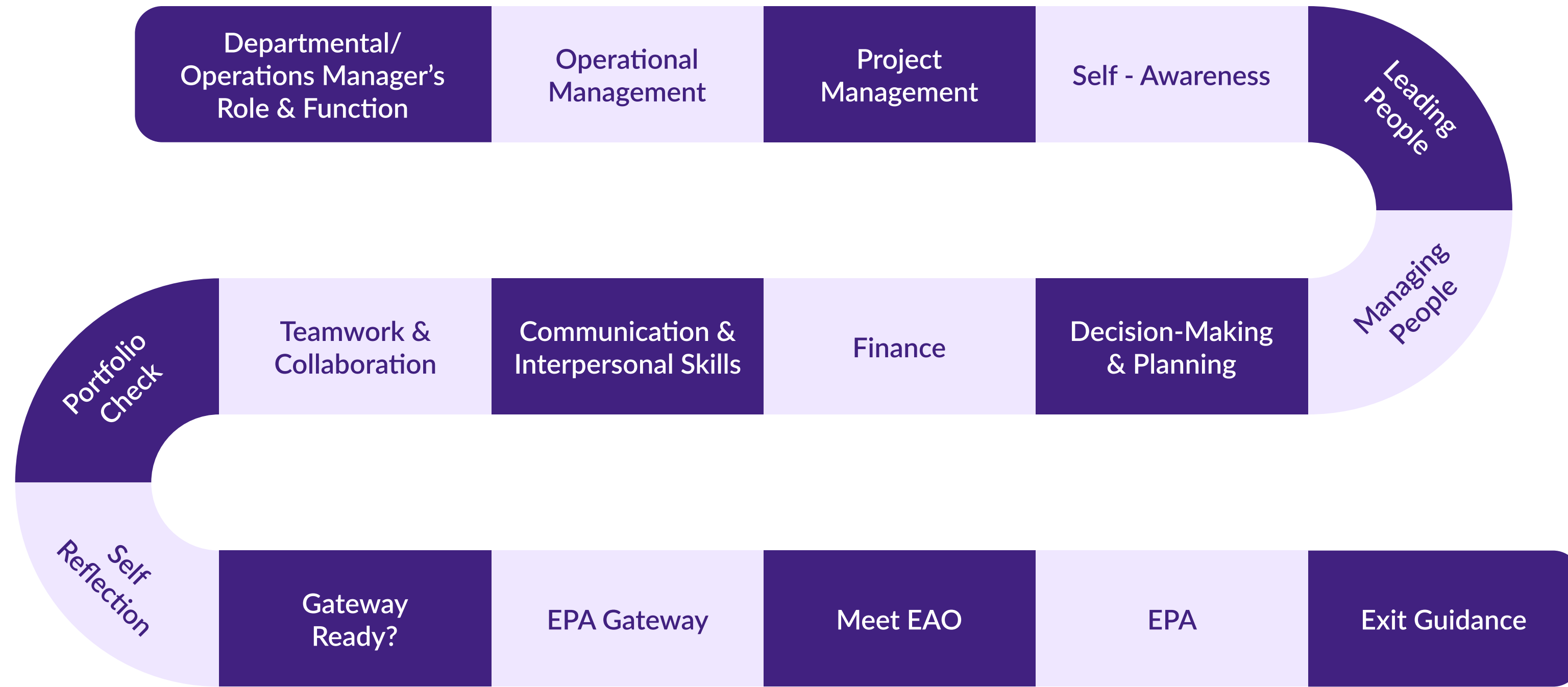
- Build trust and sound relationships with customers/learners/ colleagues.
- Handle conflict and sensitive situations professionally and confidentially.
- To act with integrity and demonstrate organisational values in the way they interact with others.
- They deliver the outcomes of their work through co-design, with a willingness to question and challenge as appropriate.
- They will understand and apply social media solutions appropriately.
- Be able to answer questions from inside and outside the organisation, representing the organisation or department.
- Be able to chair meetings and present using a range of media.
- With the use of active listening can challenge and give constructive feedback.

# Teamwork & Collaboration

- Learn how to consistently support colleagues / collaborate within the team and for Learning & development practitioners to achieve results.
- Build and maintain strong working relationships with others in the L&D team, HR and the wider business as required.
- To become a collaborative Partner with Consideration of the needs of others alongside the needs of the business.



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Off The Job  
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Employer  
Engagement  
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