

Operations/Departmental Manager Apprenticeship

Who is it for?

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

What are the benefits for participants?

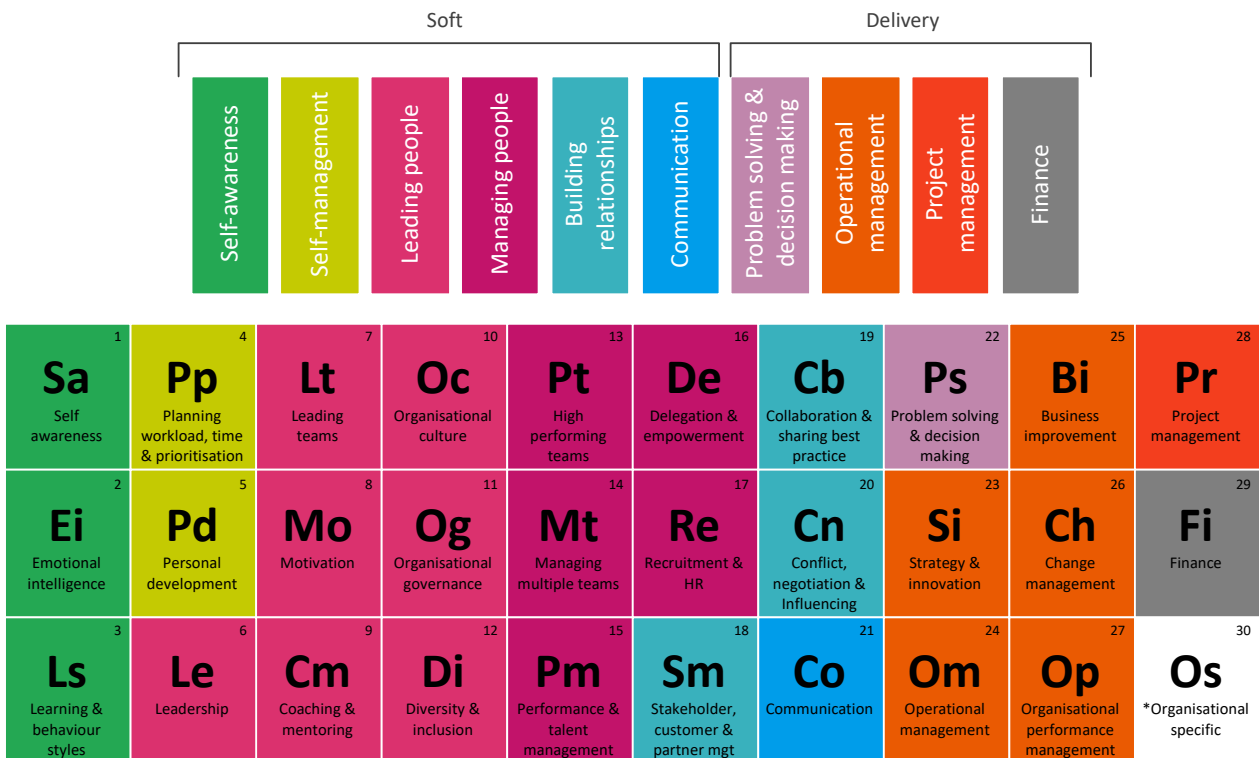
- Apprenticeship qualification
- Chartered Manager status*
- ILM or CMI Diploma in Leadership & Management*
- ILM or CMI membership*
- TOTUM student card*

How is the programme delivered?

- Delivered by a specialist leadership agency
- Workshops every eight weeks, facilitated by industry experts
- Webinars, online learning and workbooks
- Reflective assessment and 1-2-1 coaching
- Branded learning platform with 24/7 access

What does the programme cover?

The programme covers our C30 framework, namely the 30 capabilities a manager or leader requires to be effective.



What is the duration of the programme and how is it funded? The programme typically lasts 24 months and is covered by the Apprenticeship Levy.

How is the programme assessed? Participants will have to go through a series of assessments at the end of the programme. This is known as the End Point Assessment (EPA) and includes:

- Professional Discussion underpinned by a portfolio of evidence (50%); and
- Project Proposal, presentation and questioning (50%).

The EPA pass mark is 50%, and participants can be awarded a Distinction (70%+). Additional assessments are required for ILM/CMI qualifications.

What are the ESFA requirements? Hold or be willing to complete Level 2 Functional Skills in Mathematics and English • Lived in the UK/EU for at least 3 years • Commitment to learning at least 4-6 hours per week (included in the 20% off-the-job-training) • Attain at least Level 2 in a Functional Skills initial assessment and diagnostic.