

APPRENTICESHIP FACTSHEET

OPERATIONS MANAGER

⌚ Duration: 18/24 Months | 📖 English & Maths: Level 2 | 📈 Level: 5

THE APPRENTICESHIP

An Operations & Departmental Manager manages teams, projects, and focuses on achieving operational or departmental goals as part of the business 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, and coaching and mentoring. Roles may include Operations Manager, Regional Manager, Divisional Manager, Department Manager and Specialist Managers.

COURSE CONTENT

During this course, the learner will develop knowledge, skills, and behaviours to effectively operate as an Operations & Departmental Manager. Including but not limited to:



OPERATIONAL
PLANNING



STAKEHOLDER
RELATIONSHIPS



ORGANISATIONAL
GOVERNANCE



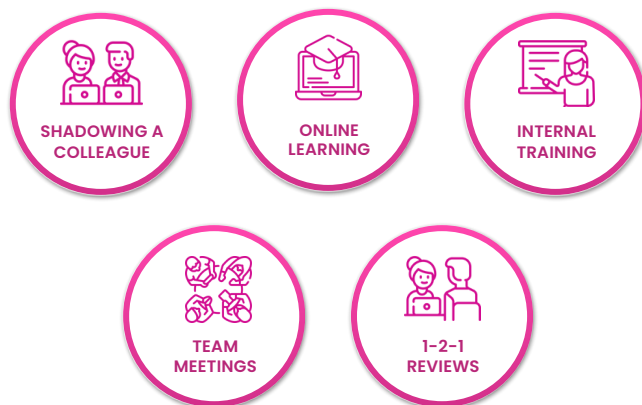
MANAGING &
LEADING A TEAM



FOR MORE INFO

OFF-THE-JOB TRAINING

The apprentice must receive off-the-job training (OJT) for a minimum of 20% of the time that they are paid to work throughout the duration of the Apprenticeship. There are many activities that can be calculated towards the OJT hours such as:



WHAT WILL YOU ACHIEVE?

This Apprenticeship will provide you with a better understanding of Management and assist with career development. By the end, you will be able to:

-  **SUPPORT, MANAGE, AND COMMUNICATE CHANGE BY IDENTIFYING BARRIERS AND OVERCOMING THEM**
-  **MONITOR BUDGETS, PROVIDE REPORTS, CONSIDER FINANCIAL IMPLICATIONS OF DECISIONS, AND ADJUST YOUR APPROACH ACCORDINGLY**
-  **DEMONSTRATE COMMERCIAL AWARENESS, AND BE ABLE TO IDENTIFY AND SHAPE NEW OPPORTUNITIES**
-  **BUILD AND MOTIVATE TEAMS BY IDENTIFYING THEIR STRENGTHS AND ENABLING DEVELOPMENT**
-  **ACHIEVE A NATIONALLY RECOGNISED QUALIFICATION AND RECEIVE VALUABLE WORK EXPERIENCE**

END POINT ASSESSMENT

 **Duration: 3 Months**

The End Point Assessment (EPA) begins when the Employer, Apprentice, and Protocol Consultancy Services agree the apprentice has met the apprenticeship standard, as shown in progress reviews.

The EPA ensures industry standards are met and can start after twelve months of learning once the apprentice is competent. Functional skills in English and Maths must be completed before the EPA.

EPA Methods

-  **ASSESSMENT METHOD 1: A 1 HOUR PROFESSIONAL DISCUSSION WITH THE IEPA UNDERPINNED BY A PORTFOLIO OF EVIDENCE**
-  **ASSESSMENT METHOD 2: A 4000 WORD PROJECT PROPOSAL, ACCOMPANIED BY A 20 MINUTE PROJECT PRESENTATION AND A 40 MINUTE Q&A SESSION**

WHY CHOOSE PCS?

Since 1996, Protocol Consultancy Services have guided over 5,000 learners through Apprenticeship programmes and achieved a 90% success rate. Benefits include:

-  **TRAINING IS TAILORED TO MEET THE INDIVIDUAL NEEDS OF THE LEARNER AND EMPLOYER**
-  **PERSONAL TRAINING ADVISORS DELIVER HIGH-QUALITY BLENDED LEARNING, FACE-TO-FACE TEACHING AND INFORMATION ADVICE AND GUIDANCE THROUGHOUT THE PROGRAMME**
-  **RESOURCES WILL BE PROVIDED TO ASSIST LEARNERS DURING THEIR APPRENTICESHIP**
-  **SUBJECTS ARE BROUGHT TO LIFE USING ONLINE RESOURCES AND VIRTUAL LEARNING ENVIRONMENTS**
-  **REGULAR UPDATES ARE PROVIDED TO KEEP YOU UP-TO-DATE OF YOUR PROGRESS**

PROGRESSION

There are several progression opportunities available following the completion of this level 5 Apprenticeship course, which members of our recruitment team will be happy to give you advice and guidance to support your choices.

Get in touch using the information or QR code below

CONTACT US

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