



# Level 5 Apprenticeship in Operations or Departmental Manager

## Course Content

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.

### **On programme qualifications:**

Lv5 Operations / Department Manager

Lv5 Diploma in Leadership and Management

### **Possible progression routes:**

On completion, apprentices can register as full members with the Institute of leadership and management, and those with 3 years' of management experience can apply for Chartered manager status through the CMI.

### **Possible job roles:**

Operations manager

Regional manager

Divisional manager

Department manager

Specialist managers.

## Awarding Body

ILM

## Location

Various throughout the North East

## Duration

21 months (+ 3 months EPA)

## Start Date

Various

## Entry Requirements

Employment in a suitable role for the chosen apprenticeship is essential. Northern Skills Group will work with applicants to help find a suitable employer where possible but we advise anyone looking to undertake an apprenticeship to actively seek employment for themselves.

Applicants are required to have Level 2 English and Maths (GCSE Grades 9-4 / A-C). Certificates will need to be produced at enrolment. If proof cannot be produced or you do not meet these entry requirements, then applicants will be invited to complete an initial assessment prior to acceptance. An interview will take place.

## Assessment Methods

- End Point Assessment
- Portfolio of Evidence
- Project proposal
- Presentation with Questions and Answers
- Professional Discussion

## Units Include

Examples:

- Self awareness
- Operational Management
- Project Management
- Finance
- Leading / Managing People
- Building Relationships

## Job Sectors

- Management

## Business Benefits

- Increase productivity
- Future-proof your business
- Motivate your workforce

## Employee Benefits

- Free qualifications
- Earn whilst you learn
- Alternative to university

Fast-track to a career  
Real life work experience

If you have any further queries, please contact the Northern Skills Group team on **03453 40 40 40**  
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