Level 5 Operational Manager Apprenticeship Course Fact Sheet

About – This programme supports individuals in **operational** or **departmental management** roles across various sectors to develop a broad, highly transferable set of knowledge, skills, and behaviours. It is designed for those responsible for leading teams, managing projects, delivering operational plans, driving service improvements, and ensuring the smooth and effective running of business operations.

Apprentices will work across departments, engage with internal and external stakeholders, and lead initiatives that contribute to improved performance, quality, and efficiency within their organisation.

Roles include, but are not limited to - **Team Leader, Operations Manager, Business Manager, Service Manager, Project Support Lead, and Department Supervisor**.

Upon programme completion the learner will achieve a **Government recognised qualification** at Level 5 - equivalent to a foundation degree.

Length - The course is **16 months plus 5 months** for the Apprenticeship Assessment (AA). The AA is an independent assessment that takes place at the end of the apprenticeship. It is carried out by another organisation. Learners need to allocate **6 hours a week** to the apprenticeship, which is split between teaching and workshops, self -paced learning and the practical application of skills.

Model of Delivery - The apprenticeship is delivered through monthly workshops, some face to face, some online. Each learner is allocated an assessor who will work with them and support them throughout the apprenticeship journey. There will also be monthly 1:1 meetings between learner and assessor and 12 weekly periodic reviews between assessor, learner and line manager.

Eligibility Criteria - Candidates should:
- Have the right to live and work in the UK
- Have been ordinarily resident in the UK or the European Economic Area (EEA) for at least three years before starting the apprenticeship
- Hold an appropriate visa if you are not a UK citizen
- Must be in a role where the learnt skills can be applied

Modules and Content:
Managing and leading teams

Interpersonal and communication Skills
Coaching and mentoring
CPD needs of the team
Leadership and management theory
Performance management
Conflict resolution
Managing stakeholder relationships
Leadership and management - skills, tools and techniques

Organisational governance

Strategic direction and vision
Legislation
Policies
Regulations
Equality and Diversity
Compliance
Ethical Frameworks
Health and Safety

Operational planning and decision making

Identifying needs, wants and opportunities
Methods for researching, analysing, interpreting and evaluating data to inform judgements and enable decision making
Staff retention strategies
Safer recruitment
Time management models
Daily activity planning
Decision Making

Finance and budgeting

Preparing, monitoring and reporting on budgets and financial forecasts
Managing contracts and procurement

Project planning

Project Scoping
Managing stakeholders
Project Planning including planning tools and techniques
How to identify and manage organisational improvement opportunities

IT and data management

IT systems and packages
Understanding IT security
Managing quality data systems - tracking, trend analysis and metric reporting to enable decision making for managing objectives and targets
Collecting and analysing data

Leading management transformation

Learn how to identify areas for improvement and implement change initiatives
Influencing decision making
Understand change management principles and how to lead teams through transformation

Further information - maxwell.stoner@communitymatters.co.uk