



## Level 5 Operations or Departmental Manager



This programme is suitable for professionals with responsibility for achieving operational or departmental goals and objectives as part of their organisation's strategy.

**Level 5 Managers are responsible for duties such as; creating and delivering operational plans, managing projects, leading teams, managing change and financial and resource management. Responsibilities also include talent management, coaching and mentoring.**

**Roles may include: Operations, Regional, Divisional or Department Managers and specialist managers.**

Learners will gain knowledge and skills in management that will enable them to:

- Understand operational management approaches and models
- Understand business finance: how to manage budgets, and financial forecasting
- Understand business development tools (eg SWOT), and approaches to continuous improvement
- Understand operational business planning techniques
- Know how to manage conflict at all levels
- Know how to motivate and improve performance
- Know how to delegate effectively
- Understand time management techniques and tools
- Understand problem solving and decision making techniques
- Understand approaches to risk management
- Understand how to initiate and manage change

### Duration

Typical duration to gateway - 18-24 months.  
EPA - up to 5 months.

## Benefits for Learners

1. Develop a range of essential management skills they can apply in their work place
2. Understanding of management theories to support their practice
3. Build leadership capabilities to motivate teams and drive business

## Benefit to the Business

1. Motivated and productive managers
2. Certified staff (ILM)
3. Strong leaders that support business growth

## Commitment

6 hours a week (based on a 30 hour week) of a learner's contracted hours must be given to support the completion of the programme. Tutor led sessions are a mandatory part of the course along with any other learning activities set by the assessor or tutor. Maths and English may need to be undertaken in addition to the main qualification depending on previous attainment in these areas. It is likely that the learner will be required to undertake research, reading and write ups to support their learning. The programme requires 100% commitment from the learner & employer to ensure successful completion. This programme lasts approx. 18-24 months.

## Delivery

Our blended approach means that our programmes are flexible and enable apprentices to experience a range of learning and support opportunities in a variety of formats such as online or at a local ACL centre.

The apprentice will have a dedicated tutor who they will meet (online or face to face) once a month who will guide them through their apprenticeship and prepare them for their End Point Assessment. Reviews of progress are carried out every 12 weeks with the learner, their line manager and the tutor. Additional workshops and seminars will be available to all learners to support additional learning and the off job learning requirement.

## End Point Assessment (EPA)

**EPA will typically take 5 months and assessments can be taken in any order:**

**Professional Discussion underpinned by a portfolio of evidence** – PD lasting 60 minutes with the Independent Assessor asking a minimum of 6 questions. Portfolio is generated over the period of the apprenticeship and submitted at gateway, containing evidence related, and clearly mapped to the KSBs assessed in the professional discussion. Assessor reviews the portfolio, job role etc. to identify discussion topics for the professional discussion.

**Project proposal, Presentation with questioning** – The title and scope for the project to be signed off at gateway (c.500 words). The project proposal must be undertaken after the Apprentice has gone through the Gateway (within in a maximum of 12 weeks), must be relevant and have a real business benefit and be no more than 4,000 words. The presentation and questioning will be 60 minutes, (c.20 minutes presentation and 40 minutes questioning). The project proposal and presentation must cover the KSBs according to the requirements in the assessment plan for this assessment method.

## Entry Requirements

Applicants must:

- Be an established and experienced manager looking to develop and improve their practice
- Achieve the required level of Maths and English as part of the apprenticeship if a recognised qualification is not already held
- Be employed and have the support of their employer to undertake the programme

## Application Process

Applicants will:

- Complete an application form
- Undertake an Initial Assessment test that includes Maths and English
- Have an interview with an ACL team member to assess suitability and eligibility

Employers will:

- Sign a contract with ACL
- Consent to a health and safety checklist to be completed by an ACL team member

## Contact

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