

OPERATIONS MANAGER

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. This apprenticeship is suitable for professional managers from all sectors, and will typically take around two and a half years to complete, although the exact duration will be dependent on the previous experience of the individual.



Is this training programme for your business?

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.

The programme in brief

- Level 5 Apprenticeship Standard
- Duration – 24 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Level 2 Functional Skills where appropriate
- End-Point Assessment

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The learner journey

1. 24 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End Point Assessment. The learner could partake in a combination of activities, such as classroombased sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. Learners must also partake in off-job training.

2. Gateway – After the 24 months teaching and learning, you, your training provider and the learner will review the learners' journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

How your employees will learn

We want to ensure that your staff members benefit fully from their training. As a result, we will mix in-person instruction with online learning to provide them the support and direction they require. A committed mentor will be assigned to each learner to help them through their training plan. Learners get unrestricted access to online resources for learning and support, as well as their mentor. The learners will benefit from all of this in order to satisfy the standards, which will enable them to become competent and completely qualified.

We will facilitate the delivery of the learners' End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprenticeship Assessment Organisations.

What your employees will learn

Workplace behaviours development

- Have the drive to achieve in all aspects of work.
- Have determination when managing difficult situations.
- To be open, approachable, authentic, and able to build trust with others.
- To be flexible to the needs of the organisation, and be creative, innovative and enterprising when seeking solutions to business needs.
- Be fair, consistent and impartial.

Skills and knowledge development

- Be able to input into strategic planning and create plans in line with organisational objectives.
- Support, manage and communicate change by identifying barriers and overcoming them. Demonstrate commercial awareness, and be able to identify and shape new opportunities.
- Produce reports, providing management information based on the collation, analysis and interpretation of data.
- Plan, organise and manage resources to deliver required outcomes.

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