

## Operations / Departmental Manager Level 5 Standards

### Course Units

The aim is to provide learners working in an organisation with the leadership and management knowledge and skills required to progress in their career. When taken as part of the Operations / Departmental Manager apprenticeship standard, the aim of this qualification is to support preparation for the End Point Assessment (EPA). It is ideal for professionals who manage teams or projects and are responsible for achieving operational or departmental goals and objectives.

- The course is available through electronic learning.
- The average course is approximately 24 months; however, your own length of learning will be individually agreed.
- The maximum number of workplace visits will be one visit per calendar month.
- There will be an individually agreed programme of on and off-the-job learning.

### Achievement

It is strongly recommended but not required, that on programme assessment of knowledge, skills and behaviour outcomes en-route to the final synoptic end point assessment takes place. This could comprise of:

Completion and achievement of a relevant Level 5 Diploma in Leadership & Management or equivalent management qualification, see recommended qualification below

Work based project

Development of a portfolio of evidence

Regular performance reviews between the apprentice and their line manager

Feedback from line manager, direct reports, peers and / or customers / stakeholders.

To achieve the Level 5 Diploma for Leaders and Managers learners must achieve all 17 units:

### Knowledge Units

ILM Unit No	Unit Title	Level	Credit Value
500	Leading people	5	3
501	Managing people	5	3
502	Building relationships	5	3
503	Communication	5	2
507	Operational management	5	3
508	Project management	5	3
509	Finance	5	3

### Skills Units

ILM Unit No	Unit Title	Level	Credit Value
504	Leading people	5	3
505	Managing people	5	3
506	Building relationships	5	3
307	Communication	3	2
510	Operational management	5	3
511	Project management	5	3
512	Finance	5	3

### Combined Knowledge and Skills Units

<b>ILM Unit No</b>	<b>Unit Title</b>	<b>Level</b>	<b>Credit Value</b>
513	Self-Awareness	5	3
400	Management of self	4	3
514	Problem solving and decision making	5	4

### **Maths / English**

Apprentices will be required to have or achieve Level 2 English and Maths and to have taken the Level 2 English and Maths before they can do the EPA.

### **End Point Assessment (EPA)**

As part of the apprenticeship standards, learners will be required to achieve the EPA. This consists of:

- Knowledge test
- Portfolio review
- Professional discussion
- Interview
- Presentation based on a project