



The  
Growth  
Company

Level 5

## **Operations / Departmental Manager Apprenticeship**



At the Growth Company Education and Skills we understand that learning and development is essential for businesses to innovate and thrive and we are passionate about delivering a high-quality service.

We understand that an apprenticeship is a commitment for both you and your employee, which is why we design our apprenticeship programmes to complement the day to day running of your business.

Our team of industry experts will work closely with you to ensure you and your apprentice receive the support they need to succeed. From our initial business training consultation through to completion and progression, we are with you every step of the way.

The apprenticeship journey is as much yours as it is the apprentice's, therefore we will provide you with all the tools you need to help them achieve. As you take responsibility for their learning, you will provide us with regular feedback on their performance, when they should progress and when you feel they are ready to take their end point assessment.

## About this Apprenticeship Standard

**Duration** – 24 months (21 months training period plus up to 3 months for end-point assessment)

Minimum 6 hours per week off-the-job learning

**Entry requirements** – Ideally, applicants will hold a GCSE grade A\*-C/9-4 in maths and English or equivalent. Apprentices without Level 2 English and maths will need to achieve this level prior to completion of their Apprenticeship.

An Operations or Departmental Manager is someone who leads and manages teams and/or projects to achieve operational or departmental goals and objectives, as part of the delivery of the organisation's strategy.

There are a wide range of middle managerial roles which may include Operations Manager, Regional Manager, Divisional Manager, Department Manager and Specialist Manager, working in all sizes of organisation in the private, public or third sector.

The key responsibilities of the manager role will involve:

- Organisational performance – delivering results

- Interpersonal excellence – managing people and developing relationships
- Personal effectiveness – managing self

The underpinning knowledge qualification for the programme is the CMI Level 5 Diploma in Management and Leadership

## What is involved?

During the apprenticeship journey, learners develop their knowledge, skills and behaviours through both the employer and the Growth Company.

Here is an example of the apprenticeship journey:

1. Pre-enrolment, role-scoping, initial assessment and onboarding
2. On and off-the-job learning
3. Preparation for end-point assessment
4. End-point assessment completion
5. Achievement and next steps

Off-the-job training is learning which is undertaken outside of the normal day-to-day working environment



and leads toward the achievement of an apprenticeship. Off-the-job training must be directly relevant to the apprentice's programme.

Apprentices will be required to attend approximately eight half-day online tutor-led workshops which cover the following areas:

- Using Reflective Practice to Inform Personal and Professional Development
- Principles of Operational Leadership and Management in an Organisational Context
- Principles of Developing, Managing and Leading Individuals and Teams to Achieve Success
- Managing Stakeholder Relationships
- Managing Projects to Achieve Results
- Managing Change
- Creating and Delivering Operational Plans
- Managing Finance

In addition to the online tutor-led workshops taking place every 4-6 weeks, apprentices will be required to attend monthly one-to-one coaching sessions with industry experts.

Self-study activities are available 24/7 via our online learning platform.

Apprentices will be required to complete eight written assignments (2500 - 4000 words per assignment).

## End-Point Assessment

End-point assessment (EPA) is the final stage of an apprenticeship. It is an impartial assessment of whether your apprentice has developed the skills, knowledge and behaviours outlined in the apprenticeship standard.

Assessments are designed by employers in the sector and are conducted by independent bodies known as end-point assessment organisations (EPAOs).

There are two elements to the EPA for this apprenticeship standard:



**Project proposal,  
presentation and  
questioning**



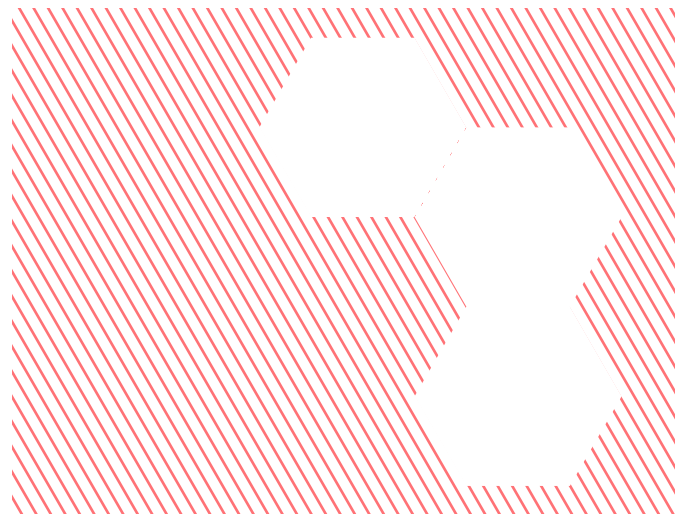
**Professional discussion  
underpinned by a  
portfolio of evidence**

On successful completion of the apprenticeship, apprentices can register as an Associate Member of the Chartered Management Institute (CMI) and those with 3 years' of management experience can apply for Chartered Manager status.

## Funding and the Apprenticeship Levy

Funding band value: **£7,000**

If you DO NOT pay the apprenticeship levy, you pay 5% towards the cost of training and assessing your apprentice. The government will pay the rest (95%) up to the funding band maximum. They'll pay it directly to the



training provider.

If you pay the apprenticeship levy, you'll get funds to spend on training and assessing your apprentices. The government will add 10%.

You can get **£1,000** to support your apprentice in the workplace if they are one of the following:

- 16 to 18 years old
- 19 to 25 years old with an education, health and care plan
- 19 to 25 years old and they used to be in care

If your apprentice is eligible, we will give you the payment in 2 instalments of **£500**. You will get the first payment after 90 days and the second one after a year.

**Get in touch...**



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