

Apprenticeships

Find your inner Superhero



Operations or Departmental Manager - Level 5

Programme Overview

An operations/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 organisation's strategy.

They are accountable to a more senior manager or business owner. Working in the private or public sector and in all sizes of organisations, 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.

Modules Include:

- Operational Management
- Project Management
- Finance
- Leading and Managing People
- Building Relationships
- Communication
- Personal Effectiveness



Key Information

Qualification	Level 5 Operations or Departmental Manager Apprenticeship - equivalent to a degree
Duration	This qualification typically takes 24 months
Entry Requirements	The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grades 4-7. Apprentices without Maths and English will be required to complete Functional Skills at level 2 prior to taking the end point assessment.
Role Suitability	Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.
Key Responsibilities	Managing teams and projects in line with a private, public or voluntary organisation's operational or departmental strategy.
Delivery	Blended approach of remote and face to face visits.
Assessment	For this qualification the EPA consists of the following: <ul style="list-style-type: none"> • Knowledge Test • Structured Based Interview • Portfolio of Evidence • Project report with a presentation, ending with a question and answer session
Progression	Individuals that successfully achieve the travel consultant apprenticeship standard will be well placed to progress within the industry into leadership or specialist travel roles and onto a higher level of training or apprenticeship in management.
Benefits	<ul style="list-style-type: none"> • Stepping stone to a career within travel Industry • Knowledge Builder - helps understanding the knowledge and skills required to work successfully within Travel • Earn as you learn • Government Recognised Qualification



Northern Training Academy are committed to ensuring employers and apprentices have everything they need before the programme begins.

Apprenticeship Support Team

Our dedicated support team provide monthly status updates for learners and line managers to highlight progression and engagement, with additional meeting support where necessary.

Learning and Development Coaches

An industry experienced and professional coach who will guide Apprentices through the programme.

With monthly visits, one- to-one calls, workshops and our e-portfolio delivery will ensure that Apprentices are meeting learning targets and professional development outcomes.



Programme Support:



Induction Support:

- On boarding and start of learner journey



On Programme Support:

- Regular 1-to-1 Progress Reviews
- Tuition from industry expert coach
- Learner Support and Engagement
- L2 Maths and English Support where required



End Point Assessment Support:

- Gateway Review
- EPA Booking
- EPA Support





Programme Outline:



Off the Job Training:

- Planned tasks and research
- Further reading
- Session attendance
- Online learning
- Industry training and events



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