

Business and Management

Management: Operations or Departmental Manager Level 5 Apprenticeship

In Brief

Start Date / Duration

You can start an apprenticeship at any time. This programme will take around 30 months to complete.

Entry Requirements

- The entry requirements for this apprenticeship will be decided by each employer, but may typically be five GCSEs at grade 4/C or higher
- It is desirable that you have English and maths at grade C or above but this is not essential as functional skills are delivered as part of the apprenticeship programme
- You will need to find an employer to employ you as an apprentice. Please see our [Apprenticeship vacancies](#)

You will achieve

Level 5
Operations/Departmental
Manager Apprenticeship
Standard.

Course 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 organisations strategy. They are accountable to a more senior manager or business owner. 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. Roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

Click here [<https://www.instituteforapprenticeships.org/apprenticeship-standards/operations-departmental-manager/>] for further information regarding the Standard Apprenticeship.

Course Content

Knowledge and skills

Interpersonal excellence – managing people and developing relationships

- Leading people
- Managing people
- Building relationships
- Communication

Organisational performance – delivering results

- Operational management
- Project management
- Finance

Personal effectiveness – managing self

- Self-awareness
- Management of self
- Decision making

Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professional

English and Maths

English and Maths qualifications are a requirement for most jobs and it is important that you are able to demonstrate your ability in these areas. If you do not already have a grade C or above in GCSE English and Maths you will automatically undertake further study in these subjects as part of your apprenticeship.

How will I be assessed?

You will attend classes and workshops to support the development of knowledge, skills and behaviours on a 4 – 8 week basis. You will complete learning and development throughout the duration and will build a portfolio of evidence that showcases your competence in all the areas mentioned above.

You will also be responsible for the management of a 6-month project, which will be agreed with your employer and completed before the end of your apprenticeship. Your development and gathering of evidence to showcase this will be supported by your employer and your trainer to support your readiness for End Point assessment. The End Point Assessment will be carried out externally by the chosen End Point Assessment organisation, this will include:

- Project proposal submitted and then a 15-minute presentation about the 6-month project managed by you during the apprenticeship, presented to the End Point Assessor. This is then followed by 15-minutes of questions and answers from the independent assessor about the project.
- You will take part in a professional discussion with the End Point Assessor around all areas of the standards listed above. This discussion will be underpinned by your showcase portfolio.

What Equipment Will I Need?

You will be required to provide paper, writing materials, and a memory stick.

Where will I study?

You will study within the workplace and attend classes and workshops either via the online option or in College.

What can I do next?

Upon completion you could progress onto the Level 6 Degree Apprenticeship. You can also register as full members with the Chartered Management Institute (CMI) and/or the Institute of Leadership and Management, and those with 3 years' of management experience can apply for Chartered Manager status through CMI.

How much does the course cost?

There is no cost to being an apprentice. All costs associated with your apprenticeship, including the cost of training and your salary, will be paid by your employer.

Financial support

You may be eligible for assistance with expenses such as travel, books, equipment and childcare. For further information please contact the Student Services Team on +44 (0)1226 216 267.

Extra information

Contact the Apprenticeship Team

For further information please contact the team on 01226 216166 or email: apprenticeships@barnsley.ac.uk [mailto:apprenticeships@barnsley.ac.uk]

Contact the Information Unit

For further information please contact our friendly Information Team on +44 (0)1226 216 123 or email info@barnsley.ac.uk [mailto:info@barnsley.ac.uk]

Want to join Barnsley Sports Academy and the Sports Village?

Barnsley College has a range of sports opportunities for all students to take part in, gain professional training and compete nationally and internationally. We also have a state-of-the-art fitness village, Honeywell Sports Village [<https://www.barnsley.ac.uk/shops-services/honeywell-sports-village/>] where students can make use of our fitness suite, spinning studio and classes for

competitive rates. You don't have to be studying sport to get involved in the Sports Academy [<https://www.barnsley.ac.uk/barnsley-sports-academy/>] .

Additional Learning Support

Our Additional Learning Support team can provide you with the support you need. Please contact them on +44 (0)1226 216 769.

English and Maths

Having good English and Maths qualifications are important for most careers and we want to give you the help you need to succeed.

If you are aged 16 – 19 and don't already have a grade C/4 or above in GCSE English and Maths they will automatically be included in your study programme. If you want to work towards higher grades in English and Maths we can help you do that too.

Need a higher level Maths qualification? We offer a [Level 3 Mathematical Studies \(Core Maths\)](#).

This can be added to your study programme.

If you need any further information, please contact our friendly [Information Team](#).

Disclaimer

Please note we reserve the right to change details without notice. We apologise for any inconvenience this may cause.

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Want to apply?

Visit <https://www.barnsley.ac.uk/apply> to get started
Call us on **01226 216 123**