

Operations Manager

LEVEL 5



An Operations Manager is someone who manages a team and supports the wider business in the completion of projects and the achievement of operation or departmental goals and objectives, as part of the delivery of the organisation's strategy.

Introduction to the course

Leadership and management skills have a major impact on the development, productivity and performance of organisations of all sizes and in all sectors. This CMI Level 5 apprenticeship will equip learners to develop skills in strategic planning, alongside core leadership abilities, to produce effective results as part of the organisation's wider strategy.

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.

Learner outcomes

Learners will learn to understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs.

The course will cover project management tools and techniques, in addition to financial matters including budget management and forecasting.

Learners will also hone their skills in communication, time-management and decision-making, learning to build effective relationships at all levels.

Assessment

Learners will be assessed through on-programme learning, developing their learning journal, before progressing to the end point assessment where they will be required to submit a 4,000 word project proposal. Learners will also have a 1-hour professional discussion on the portfolio and a 20-minute presentation and 40-minute question and answer session.

A good fit for

Operations or departmental managers involved in strategic management tasks looking to develop their skills and progress their career.

What's next?

On completion of the apprenticeship, learners may choose to register as a full member with the Chartered Management Institute (CMI).

CMI qualification

As part of this apprenticeship, learners will have the option to complete the CMI Level 5 Certificate in Management and Leadership.



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Course overview



Start Date
Flexible



Level
5



Duration
14 months + 5 months EPA



Delivery
Blended



Assessment
On-Programme and End-Point Assessment



Qualification
Operations Manager apprenticeship at Level 5 and an option to complete the CMI Level 5 Certificate in Management and Leadership

Operations Manager

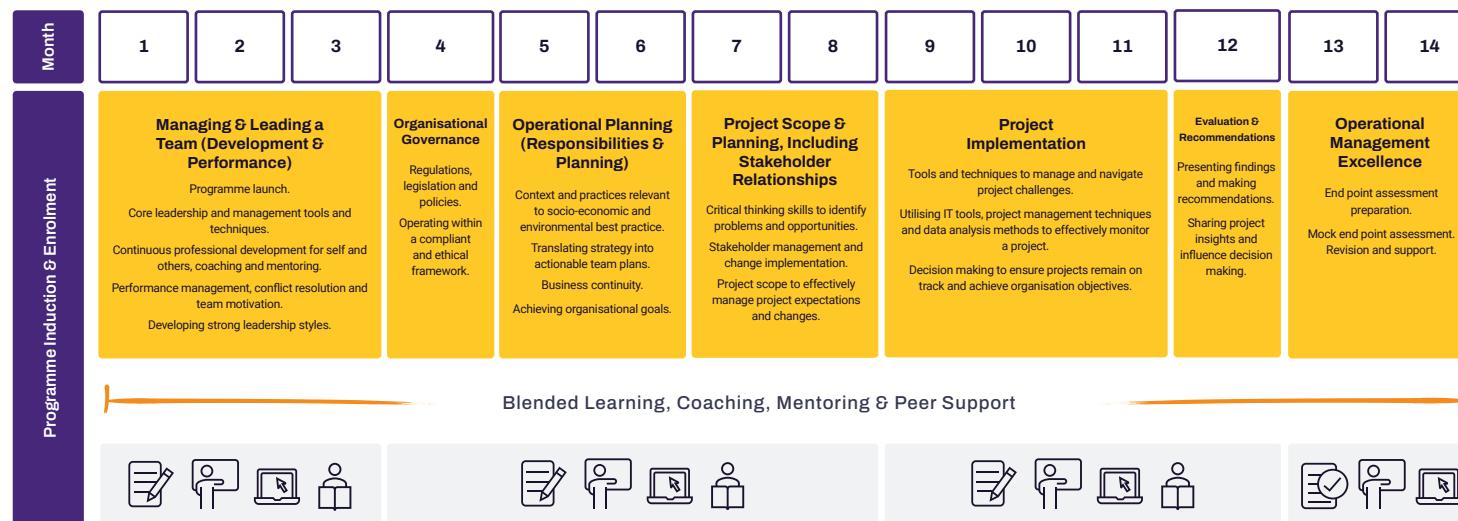
LEVEL 5

unlocking potential
delivering personalisation
enhancing performance

14 Month Programme + EPA

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Blended Delivery Model



Gateway

End Point Assessment

5 Months

- Written project report with presentation with questions
- Professional discussion underpinned by a portfolio of evidence

Apprenticeship Achieved

Key



Informal Learning



Coaching/
Mentoring



Competency
Gateway/Exams



Training/
Simulation



Self Study