



# Operations/Departmental Management Apprenticeship Standard (ILM Accredited)

 Duration: 24 months  Location: On-site / Venue of your choice  Levy / co-funded

## Course overview

Futureproof Training work in partnership with a select group of highly professional apprenticeship organisations to deliver chartered management programmes, bespoke to your organisational needs and which have the most impact. They are designed to improve and teach new skills, which make people better managers and leaders to improve overall business performance.

The **NEW** management standard is designed for aspiring managers, regional, divisional and departmental managers. The course has been specifically designed by employers (not academics) to meet your workforce needs.

## The course offers:

- The Apprenticeship Standard – with key strands of Operational Management, Project Management, Finance, Leading and Managing People, Building Relationships, Communication, Awareness and Management of Self and Others and Decision Making
- Level 5 in Management & Leadership – delivery of this qualification using the Key Modules (listed adjacent) provides the necessary skills to drive growth and in doing so achieve operational targets and achieve the Apprenticeship Standard
- English & Maths – those without Level 2 attainment in these areas will be supported to achieve this
- Employees will be tested through an End Point Assessment – a test of knowledge (using scenarios with questions), a competency based interview, portfolio of evidence, a professional discussion relating to CPD activity and a review of a work based project with a presentation on a work based project and Q&A session

## Delivery methodology

Our unique approach to delivery means we use different training methods to meet individual needs. It is expected that candidates will be in training one day per month, with additional work based projects.

Successful Apprentices also gain an ILM Level 5 Award in Management & Leadership and can register to become Associate Members of ILM.

## Key modules:

- Personal development as a manager and leader
- Information based decision making
- Managing Team and individual performance
- Organisational financial management
- Project development and control
- Managing recruitment, selection and induction

## What makes us different?

Our partnership brings together two organisations that have years of experience and success working with people managers from a broad range of different industry sectors. During delivery, Futureproof will select from their team of highly skilled Training Facilitators to schedule a series of Masterclass Workshops that will provide delegates with the knowledge and skills that are directly mapped to the Apprenticeship Standard that they are completing.

Our Apprenticeship Partners will take the lead on the registration and induction of learners on to the programme and provide one to one coaching support and guidance throughout the whole programme and in preparation for each learner's end point assessment.

Want to tailor this programme and run it in-house, speak to one of our Programme Managers who will be happy to discuss your requirements in more detail. [info@futureproof-training.co.uk](mailto:info@futureproof-training.co.uk) | 01623 409 824

## Delivery Overview for Level 5 Operations/Departmental Manager Standard (Inclusive of Level 5 Award in Management and Leadership)

This course can be achieved over a 24 month period, below is an example programme. All learners have an individual learning plan to meet their exact needs, and employers can choose to change some of the optional units.

The co-funded cost is £350 (includes qualification and end point assessment) or Apprenticeship Levy recovery cost of £7,000.

Period	Unit Name	Length	Delivery Model
<b>Mandatory Units delivered through Training Workshops</b>			
Month 1	Induction	1 Day	Work Based Development Coach visit On-line English & Maths assessment Study Skills Webinar
Month 1-3	Personal Development as a Manager & Leader	1 Day	Mandatory Offsite Training Workshop Reflective Assignment
Month 4-6	Managing Team & Individual performance	1 Day	Mandatory Offsite Training Workshop Reflective Assignment
Month 7-9	Information based decision making	1 Day	Mandatory Offsite Training Workshop Reflective Assignment
Month 10-13	Organisational Financial Management	Anytime Access VLE	Virtual Learning Portal Reflective Assignment
Month 14-17	Project Development & Control	1 Day	Mandatory Offsite Training Workshop Reflective Assignment
Month 18-20	Recruitment & Selection	1 Day	Mandatory Offsite Training Workshop Reflective Assignment
<b>Master Classes from an Industry Expert</b>			
Month 1-3	Organisational Management & Leadership	1 Day	Reflection
Month 10-13	Operational & Financial Management	1 Day	Reflection
<b>1-2-1 Delivery in the Workplace via your Work Coach</b>			
Month 1-3	Personal Development as a Manager & Leader  360 degree feedback with Manager, Appraisal Coaching plan, Identification of personal development activities. Discuss and plan for presentation	Within monthly Work Based Development coach visits	Coaching plan Analysis of 360 degree feedback Reflective account on development activities and training required Portfolio of evidence Work Based Observations & Testimonies Performance Review Resource & Research Library and e-based Learning Videos on our VLE Mock Tests and Feedback
Month 4-6	Managing Team & Individual performance Team appraisals Team Meetings Business process meeting Review of progress, feedback. Review coaching plan SMART objectives Legislation	Within monthly Work Based Development coach visits	Observation in the workplace Team meetings, One to one appraisal Group profiling Reflective account on opportunities for developing individual team members Business process meeting Performance review Professional discussion with assessor on topics
Month 7-9	Information based decision making Coaching session Feedback of assignment SMART objectives Review of PDP/ CPD log Review of assignment Organisational Financial Management	Within monthly Work Based Development coach visits	One file progress report Professional discussion on unit. Observation presenting of information to support decision making.

Period	Unit Name	Length	Delivery Model
Month 10-13	Financial systems How to control financial systems Budgetary process/ Framework Balance sheets Financial statements Profit and loss accounts Variables between different organisations Budgetary variations Corrective actions Organisational 'rationing' Sources of finance Distribution of finance Monitor and control of finances	Within monthly Work Based Development coach visits	Analysis of own organisation financial information. Create a narrative report why the information will inform decisions Construct a budget Presentation on Budget
Month 14-17	Project Development & Control Agree project with Employer & Learner Terms of reference, approach to problem, solution design and implementation Review of progress of project	Within monthly Work Based Development coach visits	Discussion on project, agree terms of reference Progress review Feedback on project Presentation on Project
Month 18-20	Recruitment & Selection Selection process Evaluating methods Records Actual or simulated plan for induction of new staff Legislation requirements	Within monthly Work Based Development coach visits	Simulation / Observation of selection process & Interview Induction plan for new staff Progress review Professional discussion with assessor coach on topics covered. Review PDP plan / CPD record
<b>Mandatory Preparation for End Point Assessment</b>			
Month 21	Mock Test – Scenario based questions	2 Hours	Mandatory Offsite Training Workshop Online Test
Month 22	Develop and Deliver a Presentation	1 Day	Mandatory Offsite Training Workshop Deliver Presentation
	Professional Discussion Relating to CPD activity	1 Hour	Mandatory Offsite Training Workshop Review and Evaluation of CPD
Month 23	Competency based Interview Webinar	1 Hour webinar 2 hours	Mandatory Offsite Training Workshop Feedback & Self-Evaluation
	Review of Portfolio of evidence	2 Hours	Onsite Delivery
<b>End Point Assessment</b>			
Month 24	End Point Assessment	1 Day	Independent End Point Assessment – knowledge, interview & presentation, portfolio with professional discussion

Want to tailor this programme and run it in-house, speak to one of our Programme Managers who will be happy to discuss your requirements in more detail. [info@futureproof-training.co.uk](mailto:info@futureproof-training.co.uk) | 01623 409 824