



# Operations/Departmental Manager **Level 5**

## Welcome to the Operations/Departmental Manager programme.

The Level 5 programme is designed for Mid Level or Senior Managers looking to enhance their knowledge around the latest Management Theories.

Using reflective practice to build on existing leadership styles, the Learner will develop their skills related to managing change and complex projects. As well as learning related to financial planning and management, inclusivity and agile management.

Throughout the duration of the programme Learners are eligible to become Student Members of The Chartered Management Institute (CMI), providing them with access to a range of journal articles via Management Direct. Once completed Learners will have gained a nationally recognised Operations/Departmental Manager Apprenticeship Standard and may also chose to complete a mirrored Diploma. Those with 3 years' management experience can apply for Chartered Manager Status with CMI.

## About Intec Business Colleges

We are a national training provider, who have worked with organisations across the UK helping them to upskill their workforce through vocational qualifications since 1982. Our mission is to enable our Learners to develop, progress and achieve.

**Level**  
Level 5

**Duration**  
16 Months (+5 months for EPA)

**End Point Assessment Organisation**  
The Chartered Management  
Institute (CMI)



## Your Programme\*

The Learner will receive a 2-3 hour monthly visit from a dedicated Intec Tutor who will deliver the Standard either remotely or in the Learner's place of work. We use a blended learning approach and all sessions will be supported by our online delivery platform, Smart Assessor, where Learners can upload their work and Tutors and Managers can monitor their progress between visits.

As part of an Apprenticeship 20% off the job learning is required, this can be achieved in a variety of ways.

Programme Coverage	
Knowledge & Skills	
Operational Management	Project Management
Finance	Leading People
Managing People	Building Relationships
Communication	Self-Awareness
Management	Decision Making
Behaviours	
Taking Responsibility	Inclusivity
Agile	Professionalism

\*Further details of the programmes contents can be found on the factsheet or scheme of work.

## Mandatory Entry Requirements

- Organisations set their own but the Learner must be able to meet the requirements of the programme through their job.
- Achieve level 2 English and maths or equivalent prior to sitting End Point Assessment.
- Have been a resident in the UK for 3 years or more, or a national of an EU Settlement Scheme.

### End Point Assessment

Once learning is complete the Employer, Learner and Intec will agree if the Learner has gained the necessary knowledge, skills and behaviours to be put forward to the Assessment Gateway. This will then trigger the End Point Assessment. The assessment is graded with the Learner achieving a pass, distinction or fail.

#### 50% Weighting

##### Presentation and Q&A

A 15 minute presentation, focussing on key points from the Learning Journal (completed throughout the duration of the Apprenticeship), followed by a 30 minute Q&A.

#### 50% Weighting

##### Professional Discussion supported by Portfolio of Evidence

A 1 hour structured discussion to establish understanding and application of knowledge, skills and behaviours.



*Enabling you to develop, progress and achieve.*