

OPERATIONS/ DEPARTMENTAL MANAGER Apprenticeship

STUDENT FACTSHEET YOUR FUTURE STARTS HERE

Developed by the industry experts, this apprenticeship is ideal for experienced professionals who are able to drive the day-to-day operational activities, manage teams and run projects to deliver clearly defined outcomes for business.

Key Information

Level	5
Duration	24-30 months
Entry requirements	- 16 years or over. - Please contact our Apprenticeship team for further entry requirements.
Delivery	A minimum of 30 hours of on the job training at work place per week including a day/ block release to study theory at our Uxbridge/ Hayes/ Harrow campus
Typical job titles	Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers
Key responsibilities	Creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring
Qualifications	- Pass end-point assessment - Level 2 Maths & English
Progression	On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

Choose a Trusted Provider



We are a top provider in London with consistently high success rates



We are the largest college group providers of apprenticeships in west London



We work with major companies including British Airways, Brunel University London & Menzies etc.



Most of our apprentices secure employment at the end of their apprenticeship

Discounted travel with an Apprentice Oyster card

Discounts on shopping with an NUS Apprentice Extra Card

Employers involved in creating this standard:

CMI, Acivico, Agillisys, Anglo Educational, Balfour Beatty, Barchester Healthcare, Barclays Bank, Boots UK Ltd, BBC, Civil Service, Codegent, Co-op, Evolution Partnership, HMRC, Kinnerton Confectionery, NISA Retail Limited, One Stop, Opus Building Services, Sainsburys, Santander UK plc, Serco, umi Digital / Anglo Educational, Virgin Media, ILM, TUI, Markerstudy, Babcock, Gateshead Council, Lifetime.

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🌐 www.hruc.ac.uk/apprenticeships
🐦 @HRUCSkills



Apprenticeships & Skills
Harrow, Richmond & Uxbridge Colleges

Sample Modules and Content

Knowledge	What is required?
Leading People	Understand different leadership styles, how to lead multiple and remote teams and manage team leaders
Operational Management	Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs
Project Management	Know how to set up and manage a project using relevant tools and techniques, and understand process management. Understand approaches to risk management
Management of Self	Understand time management techniques and tools, and how to prioritise activities and the use of different approaches to planning, including managing multiple tasks

Skills	What is required?
Managing People	Develop, build and motivate teams by identifying their strengths and enabling development within the workplace
Finance	Understand business finance: how to manage budgets, and financial forecasting

Behaviour	What is required?
Takes responsibility	Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations. Seeks new opportunities.
Professionalism	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values.

Frequently Asked Questions

What is new apprenticeship standard?

Apprenticeships in England are changing. Because of government reforms, a new style of apprenticeships has been designed to meet the needs of employers, learners and providers.

How will I be assessed?

You will be assessed continually in knowledge, skills and behaviour areas at work. Towards the end of the apprenticeship, employers and providers will 'sign-off' the apprentice as ready for the end-point assessment (EPA).

Signing-off an apprentice indicates the employer and providers believe their knowledge, skills and behaviours are the level required to gain an apprenticeship. This sign-off is called the 'gateway'.

An end-point assessment (EPA) is a collection of assessments that offers confirmation of knowledge, skills and behaviours for a particular role. The EPA must be achieved before an apprenticeship certificate can be issued. The assessment organisation and the assessor must be independent of, and separate from the training provided by the provider and employer.

Do I already need to have a job to start an apprenticeship?

You should be working a minimum of 30 hours per week in a job. If you are unemployed, view our vacancies to apply for a job:

www.hruc.ac.uk/apprenticeships

Can I start an apprenticeship after Year 11?

Yes, you can! Young people in England must stay in education or training until they turn 18. If you're looking for a different option after Year 11, an apprenticeship could be the answer for you!

How much does an apprenticeship cost?

There is no cost for you to do an apprenticeship if you are 16 years old or over and you will be paid a wage.

View our vacancies to apply
www.hruc.ac.uk/apprenticeships



Already working? Upskill!

Turn your job into an apprenticeship. Call us on
01895 853622 / 0208 909 6328 to get you started.