

# OPERATIONS MANAGER

## Level 5

🕒 20 Months

An operations manager is someone who manages teams and projects, and the achievement of operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. Key responsibilities may include creating and delivering operational plans, managing projects, leading, managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

## FUTURE OPPORTUNITIES

- Operations Manager
- Regional Manager
- Divisional Manager
- Department Manager
- Specialist Manager

## STANDARD THEMES

- Team Performance and People Management
- Managing and Leading People
- Operational Planning
- Building Relationships
- Improvements and Recommendations
- Problem Solving
- Project Planning and Implementation
- Contributing to a Project
- Organisation Governance
- Project Report and Proposals

## PROGRAMME OF STUDY

- Off-the-Job Training Logged
- Portfolio of Evidence - referenced to KSBs
- Project Brief
- Level 2 Functional Skills Maths - if required
- Level 2 Functional Skills English - if required



## KNOWLEDGE & SKILLS

- People Management
- Financial Management
- Legislation and Policy
- Stakeholder Relationships
- Problem Solving
- Decision Making
- Ethics and Values in Leadership
- Change Management
- Organisation Strategy
- Sustainability in Business
- Managing continuous improvement
- Talent Management
- Team motivation

## BEHAVIOURS

- Professionalism
- Supports inclusive culture
- Accountability
- CPD
- Flexible & Adaptable
- Collaboration



## RESULTS

100%  
Qualification Pass Rate

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75%  
Distinction Rate

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100%  
First Time Pass Rate

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## EXCELLENT

Reviews from employers and learners on 'Find an Apprenticeship'





# END POINT ASSESSMENT (EPA) REQUIREMENTS

## PROJECT REPORT WITH PRESENTATION AND QUESTIONS

**This assessment method has 2 components:**

- Component 1 - written project report
- Component 2 - presentation with questions and answers

The project is undertaken and completed on programme and pre-gateway to the EPA. The report and presentation are written post gateway and submitted at the end of a 12 week period.

**Component 1:**

The written project report must have a word count of 4000 words.

The project report involves the apprentice completing a relevant work project that has real business benefit.

**Component 2:**

This involves the apprentice presenting their project to the independent assessor, followed by questions.

**The presentation should cover:**

- An analysis of the internal and external factors that impacted the choice of project
- A critical evaluation of the project activity justifying the reason for the project
- Detail of the impact the project has had since it was completed

The presentation with questions must last 60 minutes. This will typically include a presentation of 20 minutes and questioning lasting 40 minutes.

The independent assessor will ask at least 6 questions.

The independent assessor may ask additional follow-up questions where clarification is required.

The presentation can be delivered by any media the apprentice deems appropriate.

The presentation and questioning will take place in a suitable controlled environment.

## PROFESSIONAL DISCUSSION UNDERPINNED BY A PORTFOLIO OF EVIDENCE

This is a two-way discussion between the independent assessor and apprentice, both actively listening and participating in a professional, formal conversation.

**The duration of the professional discussion will be a minimum of 60 minutes covering the following areas:**

- Managing and leading a team
- Organisational governance
- Operational planning
- Stakeholder relationships

The portfolio of evidence will be available and can be referred to by both parties during the professional discussion. The portfolio of evidence, generated on programme, will contain key evidence which must be clearly mapped to the related KSBS.

The portfolio of evidence underpins the professional discussion and is not formally assessed or graded.

### EPA GRADES

- Fail
- Pass
- Distinction

