



University of Central Lancashire

# Training 2000

INFORMATION FOR STUDENTS



# Operations Manager

## Level 5 Apprenticeship

An operations/departmental manager is someone who manages teams and/or projects, achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same.

**Duration:** 2 ½ years

**Where and how will I study:**

One day per month masterclass at Training 2000, Blackburn

Six hours per week need to be dedicated towards portfolio work and training in the workplace

**Entry requirements:**

A minimum of five GCSE at grade 4 (C) or above including Maths and English AND working in a manager role. You may have to complete your English and Maths Functional Skills depending on your GCSE grades or if you cannot provide evidence of your GCSE results.

## What you'll learn

**Leadership and management**

Provide leadership and people management

**IT and digital interventions**

Keep up to date with IT and digital interventions such as Artificial Intelligence (AI) and software that can be used in their sector

**Data reporting, objectives and targets**

Analyse, interpret and cascade data to enable tracking, trend analysis and metric reporting to enable decision making for managing objectives and targets

**Continuous improvement**

Manage and influence activities and projects within budget and resources to deliver change and continuous improvement

**Stakeholders**

Collaborate with and manage stakeholder relationships

**Resource planning**

Lead the creation and implementation of resource plans considering future organisation needs and impact on change requirements

**Legislation and regulations**

Interpret and comply with relevant legislation and regulation and the impact on the organisation

**Equity, diversity and inclusion**

Lead and manage the team to ensure the application of equity, diversity, and inclusion principles

**Continuous professional development**

Lead the team and individual training needs and support continuous professional development

**Organisational performance**

Communicate complex information to build understanding and drive team and organisational performance

**Sustainability**

Manage activities which drive the organisation's sustainability goals

**Internal relationships**

Build and manage internal relationships and collaborate with colleagues to enable cross-team working

**Risk management**

Lead and respond to risk management, assessing the opportunities which could affect individual and team performance, and finding solutions that meet their needs

**Strategic operational plan**

Develop and implement their operational plan that aligns with the strategic direction of the organisation

## How you'll be assessed?

At the end of your Apprenticeship you'll go through an end-point assessment (EPA) and be graded a pass or distinction based on a:

1. Project proposal, presentation and questions & answers
2. Professional discussion underpinned by a portfolio of evidence

## Award winning Apprenticeship programme

The Princess Royal Training Awards celebrates employers with outstanding training and skills development programmes which have been proven to have significant positive impact on their business or their staff.

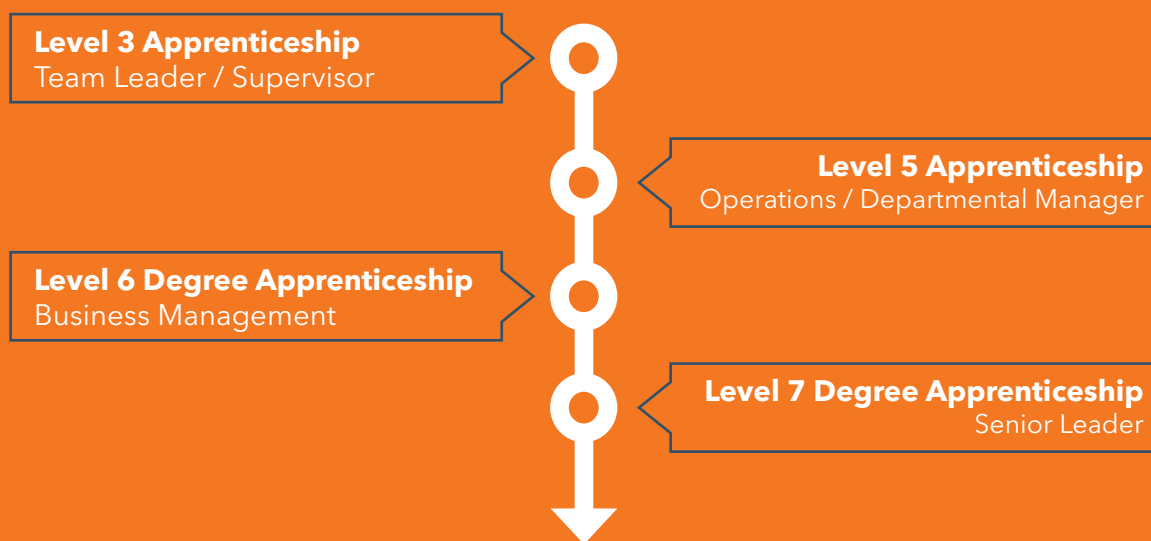


PRINCESS ROYAL  
TRAINING AWARD  
2022

Training 2000 are delighted to have been awarded a Princess Royal Training Award 2022 for driving a shift in leadership culture on our Level 5 Management Apprenticeship programme.

## Your Apprenticeship career path

Below is an example career path showing how you can earn, learn and study up to Degree level with an Apprenticeship. Training 2000 are part of the University of Central Lancashire which makes it easier than ever to progress on to a Degree Apprenticeship or Degree.



The opportunities are endless when you complete a Management Apprenticeship.  
There are no limits to what direction your career could take.

# Interested? Apprenticeships start throughout the year. Apply now!

[www.training2000.co.uk](http://www.training2000.co.uk)

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