

# Operations Manager

## Level 5



Training & Apprenticeships

### Overview:

The Level 5 Operations Manager apprenticeship Standard is designed to develop skilled professionals who can lead and manage operations within a range of business environments.

This apprenticeship provides a comprehensive understanding of key management principles, including strategic planning, resource management, and performance improvement.

Apprentices will gain the expertise to oversee complex operations, drive efficiency, and manage teams effectively while fostering a culture of continuous improvement.

This program equips learners with the practical skills and knowledge to take on senior management roles and make a significant impact on organisational success.

#### Professional recognition:



On completion, apprentices can register as full members with the Chartered management institute and/or the Institute of leadership and management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

### What to expect from Linden:

- Bespoke content customised for your organisation and its goals.
- Support from a dedicated Trainer who will support with learning, skill competency and developing evidence. Always aiming for Distinction grade at EPA.
- Individual support and mentoring to make every apprenticeship a success.
- Access to our virtual learning environment.
- Live workshops delivered by specialist Trainers.
- Dedicated Account manager.
- Blended learning approach, distance and face to face visits from your Trainer to suit the employer and learner needs.

### Key information:



Level:  
**Level 5**



Recommended duration:  
**18 months**



Format / Delivery:  
**Blended learning model**



Funding band:  
**£9,000**



Contextualisation available:  
**Yes**

#### Functional

Maths and English Functional skills qualifications are available at Level 1 and 2 for eligible learners aged 19+. Apprentices aged 16-18 must complete these qualifications as a mandatory part of their programme. For more information, please contact the Linden team.

#### Relevant to:

Operations, Area, Department or General Manager with a significant level of experience.



# What is included in the Standard:

| Knowledge  | Skills & Practical Application   | Behaviours  |
|--|--|---|
| <ul style="list-style-type: none"> <li>Operational management – understand approaches and models and business development tools.</li> <li>Continuous improvement techniques.</li> <li>Business planning including sales and marketing, setting targets and monitoring performance.</li> <li>How to initiate and manage change.</li> <li>Data security and management.</li> <li>Business finance – budgets and forecasting.</li> <li>Leading people – leadership styles, motivating supporting and mentoring.</li> <li>Managing people – performance management techniques.</li> <li>Building relationships – influencing, networking, collaboration.</li> <li>Personal effectiveness – self awareness, self management and decision-making.</li> </ul> | <ul style="list-style-type: none"> <li>Operational management – input into strategic planning.</li> <li>Project management – plan, organise and manage resources.</li> <li>Set KPIs and monitor performance.</li> <li>Supporting development through coaching and mentoring.</li> <li>Communicate vision and goals, support change management.</li> <li>Manage talent and performance.</li> <li>Building relationships with trust.</li> <li>Effective influencing and negotiation skills.</li> <li>Communication.</li> <li>Self-awareness and management.</li> <li>Undertakes critical analysis and evaluation.</li> <li>Uses effective problem-solving techniques.</li> </ul> | <ul style="list-style-type: none"> <li>Takes Responsibility – developing resilience and accountability, as well as determination when managing difficult situations.</li> <li>Inclusive – being open, approachable and able to build trust with others. Seeks views of others and values diversity.</li> <li>Agile – developing as a flexible, creative, innovative and enterprising manager, positive and adaptable and open to new ways of working.</li> <li>Professionalism – being fair, consistent, impartial, open, honest and operating within organisational values.</li> </ul> |

**10,000+**

Empowering over 10,000 learners to achieve their qualifications since 2012 - Your success, our mission.

**58%**

of our apprentices achieved a Distinction pass at End Point Assessment (22/23)

Employer reviews



**Excellent**

Apprentice reviews



**Good**



# Typical learner journey:

|   |   |   |  |
|---|---|---|--|
|    | <p><b>1. Enquiry / Consultation</b><br/>Prospective learners and employers begin their Linden journey with an exploration session to better understand goals and objectives.</p>  |    | <p><b>5. Learning journey commences</b><br/>With enrolment and induction completed, learners start their learning journey by engaging with regular session, workshops, projects, assignments and reviews, with full guidance and support from their dedicated Trainer.</p> |
|    | <p><b>2. Programme Introduction</b><br/>Learners are invited along with their line managers to an Introduction. This session provides a full programme overview, opportunity for Q&amp;A and agreement of next steps.</p>         |    | <p><b>6. EPA Prep and Gateway</b><br/>Learners prepare for their End Point Assessment (EPA) by reviewing key concepts and skills essential for demonstrating competency against the skills, knowledge and behaviours set out in the Standard.</p>                          |
|    | <p><b>3. Onboarding / Enrolment</b><br/>Learners are sent links to our online enrolment form, skills gap analysis and functional skills diagnostic assessments.</p>   |    | <p><b>7. End Point Assessment</b><br/>The End Point Assessment is the final evaluation where learners showcase their acquired skills, knowledge and behaviours.</p>  |
|  | <p><b>4. Induction</b><br/>Learners participate in a comprehensive Induction with their dedicated Trainer. This session supports understanding of expectations and resources (including an introduction to the e- portfolio).</p> |  | <p><b>8. Achievement / Progression</b><br/>Upon successful completion of the EPA, learners celebrate their achievement and may choose to progress to a higher level within the same sector or explore new pathways.</p>  |

## End point assessment:

The End Point Assessment consists of four elements, all of which may be completed online:

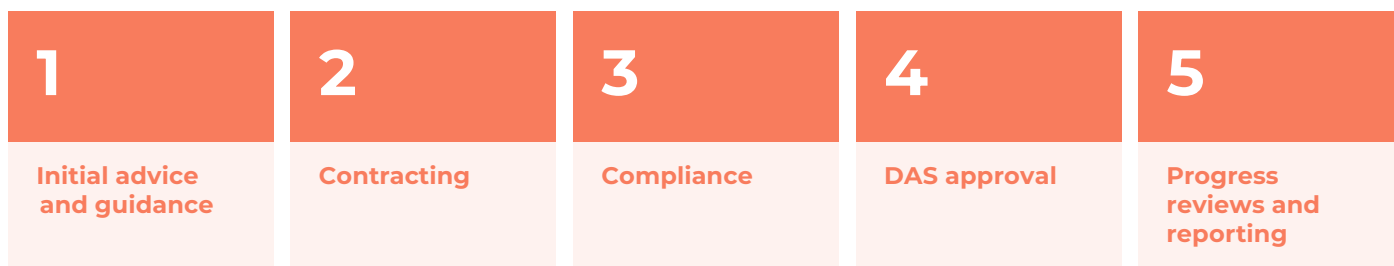
| Assessment method   | Areas assessed                  | Weighting |
|---|---------------------------------|-----------|
| Multiple choice exam  | Knowledge                       | 25%       |
| Project portfolio   | Knowledge / Skills / Behaviours | 25%       |
| Work based project, presentation with Q&A                       | Knowledge / Skills / Behaviours | 25%       |
| Structured interview to review learner knowledge and competence | Knowledge / Skills / Behaviours | 25%       |



# Employer contracting:

All employers who want to utilise the Apprenticeship Levy or Co-investment model are required to contract with a ROATP approved provider and follow the Government approval process for onboarding new learners and securing funding for each apprenticeship Standard in the Digital Apprenticeship Service.

## 5 steps to employer contracting:



Discussions around apprenticeship intent and requirements of the Standard. Dedicated Linden account manager support from inception through to EPA.

Contract for services issued online for review and electronic signature.

Employer to complete Health & Safety compliance and provide Insurance Liability certification for the apprentices workplace.

Agreeing learners to enrol and approval on the Digital Apprenticeship Service.



Employers will be invited to attend progress reviews and receive updates throughout their apprentices journey.

## Progression options:

On completion of your apprenticeship you may choose to advance to a higher level within the same subject area or explore a completely new pathway.

|                           |                |
|---------------------------|----------------|
| Sales Executive           | <b>Level 4</b> |
| Associate Project Manager | <b>Level 4</b> |
| Coaching Professional     | <b>Level 4</b> |
| Senior Leader             | <b>Level 7</b> |

## What our learners have to say:



I want to say a big thank you for the wonderful support Linden gave me throughout my apprenticeship. Working with Linden was very easy, informative and fun.

Lisa



My Trainer has been great! I can't fault the training received. She makes everything really easy to understand.

Marius



## Contact us today:

For more information about Apprenticeships at Linden, call us on **0800 2980632** or visit our website at: **[lindenmanagement.org.uk](http://lindenmanagement.org.uk)**

