

Level 5

# Operations Manager



# Hello!

**Operations Managers set, manage, and monitor the achievement of core objectives aligned with the organisation's overall strategic goals.**

In their daily work, Operations Managers are responsible for decision-making and influencing the decisions of others and report to senior leaders.

This includes applying business continuity principles, collecting and interpreting data to identify trends, analysing resources, and finding ways to improve efficiencies.

Operations Managers are responsible for leading their operational function. This includes:

- Being accountable for developing team members
- Managing projects
- Planning and reviewing workloads and resources
- Creating and delivering operational plans
- Building relationships both internally and externally.



# Programme Overview

Logical Training\* design and deliver meaningful development programmes and have been recognised by Ofsted for the quality of their curriculum, leadership and tutor support.

Our 18-month programme develops knowledge and skills through monthly group workshops, workplace activities, individual coaching sessions. Each learner follows an individualised learning plan and is given access to a digital library of tools and resources.

Upon completion, learners will have demonstrated their ability to contribute to strategic planning, develop stakeholder relationships, manage continuous improvement, and implement business continuity plans.

## Who the programme is designed for

Typical job titles include Operations Manager, Department Manager, Area Manager, Divisional Manager, and Regional Manager.

\*Logical Training is the training division of Skills Office Network



18 MONTHS IS THE TYPICAL PROGRAMME DURATION

## SUITABILITY

ACCESSIBLE TO ANY LEARNER  
OVER THE AGE OF 16



ONLINE WORKSHOPS  
EVERY MONTH



ACCESS TO AN EXTENSIVE  
DIGITAL LIBRARY



INDIVIDUAL MONTHLY  
COACHING SESSIONS



UNDERTAKE A  
WORKPLACE PROJECT

# Delivery Model

Our programme is typically delivered over 18 months. The full range of knowledge, skills and behaviours covered by this apprenticeship can be viewed [here](#).



## Months 1-5

### Monthly workshops and activities

#### Progress review

Topics include:

- » Finance
- » Operational planning
- » Problem solving and decision making

## Months 6-10

### Monthly workshops and activities

#### Progress review

Topics include:

- » Project management
- » Continuous professional development of teams
- » Change management

## Months 11-15

### Monthly workshops and activities

#### Progress review

Topics include:

- » Conflict resolution and mediation
- » Influencing and negotiation
- » Business ethics

## Months 16-18

### Monthly workshops and activities

#### Progress review

Topics include:

- » Business continuity principles
- » Report writing



# Benefits

## For employers

- » Training costs could be fully covered!
- » Simple, paper-free onboarding process.
- » Easy to follow delivery model.
- » Workplace activities designed to add real value to your organisation.
- » Line managers join progress review with learner and tutor every 12 weeks.
- » Functional Skills qualifications and training provided, if required.

## For learners

- » Excellent support from enrolment through to assessment.
- » Access to an award-winning Learning Management System.
- » Individualised digital learning plan for every learner.
- » Monthly interactions with a designated tutor.
- » All workplace activities supported by robust activity guides.
- » Access to an extensive digital library of tools and resources.



# FAQs

## What are the English and maths requirements?

All learners are asked to provide English and maths qualification evidence (e.g. GCSE certificates) at enrolment. Learners who do not hold a Level 2 certificate or above in English and/or maths will receive support from a specialist tutor to complete a Functional Skills qualification. The aim is to complete this qualification within the first 6 months of the apprenticeship.

## What is the final assessment process?

This is called the End-Point Assessment (EPA) of an apprenticeship. We prepare learners for EPA throughout our programme, including mock scenarios and individual preparation sessions with every learner.

The EPA for this apprenticeship is made up of 2 assessment methods:

- **Written project report with presentation and questions:** The written project report is completed over a 12-week period after the practical training period of the apprenticeship has finished. The presentation with questions then takes place over 60 minutes.
- **Professional discussion supported by a portfolio of work:** This takes place over 60 minutes.

## What do our learners say?

It is good to have monthly reflections where I can speak openly to my tutor, and she can provide information and guidance.

The support is very encouraging from the tutor. The workshops really support the assignments.

I love doing this Apprenticeship and the support network is AMAZING!

My Tutor is fantastic in explaining things, including everyone in workshops and allowing all voices to be heard. This has been a great experience.

