

**Course title:**

## **CMI (Chartered Management Institute) Operations/Departmental Manager Apprenticeship Level 5**

### **Overview**

The Operations/Departmental Manager Apprenticeship is accredited by the Chartered Institute of Management. Staff learn on the job, applying new skills to their existing role. It is ideal for those who are, or who wish to become, Operational/Departmental Managers, or existing managers who have practical management skills, but wish to develop their theoretical understanding further.

### **What will I learn?**

The apprenticeship covers a wide range of business management skills and knowledge, including organisational performance, interpersonal skills and personal effectiveness.

### **Example modules**

- Project development and control
- Personal development and a manager and leader
- Managing recruitment, selection and induction
- Managing team and individual performance
- Information-based decision making
- Organisational financial management

### **Study Method – Online and On Campus**

We have partnered with [Mindful Education](#) to deliver this apprenticeship through our Online and On Campus model.

**Online** lessons can be accessed at any time, using a mobile, tablet or desktop - meaning apprentices can fit their study around work commitments, minimizing disruption in the workplace.

**On campus**, apprentices benefit from face-to-face classes at College with an experienced tutor. A combination of classroom-based lessons, group exercises and discussion encourage apprentices to apply theory to real-life workplace situations.

This modern, flexible approach to apprenticeship training empowers learners, minimises disruption to employers, and delivers tangible results in the workplace.

Apprentices will attend college and will study online materials during allotted time at work.

### **How will I be assessed?**

Apprentices must pass the end-point assessment in order to achieve the apprenticeship certificate.

The end-point assessment for the Operational/ Departmental Manager Apprenticeship involves a review of the apprentice's portfolio of evidence which is collated during their work/ study time; an externally set knowledge test; presentation

of a work-based project and question/ answer session and an interview/ competency based discussion relating to the apprentice's Continual Professional Development Log.

### **Entry requirements**

Individual employers will set the selection criteria for their apprentices though most will be expected to hold 5 GCSEs at grade C or higher. Prior experience may also be considered. Apprentices should also have achieved qualifications in English and mathematics at a minimum of level 2 or equivalent. Where this is not the case, apprentices must complete these by the end of the Apprenticeship. It is also recommended that the apprentice is supported to become digitally literate where this is important to their role.

### **Progression**

Upon successful completion of the apprenticeship, there is an opportunity to study CMI courses at higher levels up to level 8.

### **Career opportunities**

Apprentices who successfully complete the programme will be awarded a Level 5 Diploma in Management and Leadership and will also be eligible to register as full members of the CMI.

Roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

### **Additional information**

This Apprenticeship will typically take 2½ years to complete but can take less depending on the prior experience of the individual and the specification of the employer.

### **Course costs**

The cost of the apprenticeship programme is to be confirmed. Levy paying employers can access levy funds to pay for this programme, and our blended learning model can contribute to the 20% off-the-job training requirement.