

The Ofsted logo features three stylized human figures in orange above the word "Ofsted" in white, all on a dark blue background.

Ofsted

Good  
Provider

A young woman with curly brown hair, wearing a dark blue blazer over a white top and a blue and white striped shirt, stands with her arms crossed. In the background, several other people are blurred, suggesting a professional or educational setting.

Leadership &  
Management

Level 5

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The Apprenticeships logo consists of a stylized sunburst or fan shape in orange and yellow, followed by the word "Apprenticeships" in a sans-serif font.

Apprenticeships

The Fareport logo features a stylized human figure in blue and white, composed of three curved lines, followed by the word "FAREPORT" in a large, bold, blue sans-serif font.

**FAREPORT**  
SKILLS FOR THE FUTURE

# Operations/Departmental Manager

**Level:** 5

**Duration:** 20-24 Months

## Entry Requirements:

- Candidates should already be working at a Senior Management level and have direct line reports within their job role.
- The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher. Example roles could be Senior or department managers in HR, Finance, Support Services, Retail, or Distribution, typically managing a team of first line managers.

## Overview:

The Operations/Departmental apprenticeship is suitable for individuals who are working at a Senior Management level, with direct managerial responsibilities, within a variety of industries and sectors. It is a great opportunity for colleagues working within a leadership role to further develop people management skills and learn new techniques that can be implemented into their workplace.

To successfully achieve this qualification you will manage teams and/or projects to achieve operational or departmental goals and objectives, as part of the delivery of your organisation's strategy. You will understand different Leadership and Motivation techniques and be able to use these effectively to improve team performance through the management of Team Leaders and Supervisors.

## Qualifications Achieved:

- Operations/Departmental Manager Level 5
- Functional Skills English Level 2
- Functional Skills Maths Level 2

## Key Topics:

- Operational Management
- Project Management
- Finance
- Leading and Managing People
- Decision Making
- And much more...

## Assessment Methods:

A variety of assessment methods will be used to demonstrate knowledge and competence:

- Workbooks
- Assignments
- Product evidence
- Observation
- Presentations
- Discussions
- Witness testimony
- Reflective accounts
- Verbal Questioning

## End Point Assessment

End point assessment or "EPA" has been created to assess the knowledge, skills and behaviours gained throughout the qualification. EPA is conducted by an external independent body chosen by the employer. EPA offers the chance to showcase your skills and be awarded a grade that reflects your performance. EPA will consist of the below activities:

- Knowledge Test
- Presentation
- CPD Interview
- Portfolio Assessment
- Work-based Project
- Professional Discussion