

# Apprenticeship Level 5

## Operations or Departmental Manager

### Who is it for?

An operations or departmental manager is someone who manages teams and/or projects, achieving departmental goals and objectives as part of the delivery of the organisational strategy. They are accountable to a more senior manager and key responsibilities include planning, leading and managing teams.

### Requirements for Study:

- A minimum of 6 hours per week spent in off-the-job training
- An apprentice who does not yet have Maths and English qualifications at GCSE equivalent will undertake additional learning to complete Functional Skills level 2

### Main Personal Benefit:

You will have opportunities to stand out at work during the apprenticeship as you showcase your work in a portfolio of real improvement projects and you will have a nationally recognised accreditation.

### Main Company Benefits:

We offer a high quality, contextualised learning experience aimed at making apprentices act as change agents for the business and paying close attention to the reviewing and mentoring elements of the learning journey. We do not charge for the

rail specific learning we offer around the apprenticeship which is a considerable and useful element in its own right.

### How does it work?

- The programme is over 27 months, plus 1 month for Gateway and 5 months for End Point Assessment (EPA)
- Attendance at 11 face-to-face teaching days or online sessions for apprenticeship Standard content (approximately every 8 weeks), plus online mid module workshop sessions
- Regular 6-week reviews with CIRO coach and every 12 weeks with line manager to guide development opportunities
- Access to online learning resources
- Access to webinars for further learning and behavioural development
- OneFile portfolio development
- Preparation for EPA. EPA is with an independent assessment where apprentices demonstrate their new knowledge by delivering a presentation and have a professional review of their apprenticeship learning
- Access to CIRO Rail Pro: The 12 System Elements of Rail

## Apprenticeship Overview



### Apprenticeship

Operations or Departmental  
Manager Level 5



### Start Date

Multiple start dates per year



### Duration

27 months, + 1 month for Gateway  
& 5 months for EPA



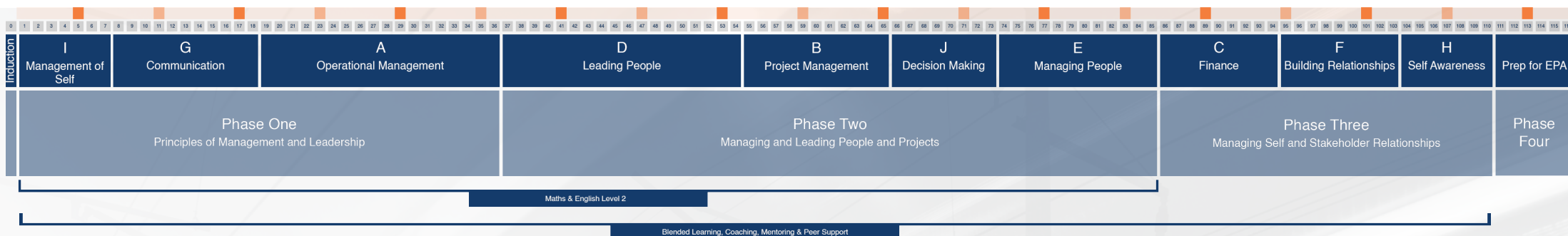
### Delivery

Hybrid



### Assessment

On-Programme & EPA



## Key:

■ Review ■ Tripartite Review (Including Line Manager)



## Gateway & EPA

Following the 27 month programme, a further one month is taken to complete gateway and 5 months for EPA.

EPA is an independent assessment where apprentices demonstrate new knowledge by delivering a presentation and completing a professional review of their apprenticeship learning.



## Blended Learning

CIRO blended learning consists of a combination of online learning, in-person workshops and progress reviews.



## Management Training

The programme will provide core knowledge around management and leadership to enable the development of effective management skills and behaviours.



## Maths and English

Maths and English functional skills may be included in your apprenticeship programme depending on the programme requirements and your prior attainment level.

## Course Contents

- Operational Management
- Project Management
- Finance
- Leading People
- Managing People
- Building Relationships
- Communication
- Self- Awareness
- Management of Self
- Decision Making
- Rail Pro: The 12 System Elements of Rail
- Level 5 CMI Award in Leadership & Management

## Apprenticeship Achievements

### Level 5 Operations or Departmental Manager Apprenticeship

certificate from Institute for Apprentices and Technical Education (IfATE)

### Level 5 Award in Leadership & Management from Chartered Management Institute (CMI)

### CIRO

Rail Pro: The 12 System Elements of Rail

### CIRO

membership upgrade to Associate