

RAIL OPERATIONS MANAGER

LEVEL 5 APPRENTICESHIP

APPRENTICESHIP PROGRAMME OVERVIEW

Is This Programme for You?

If you're looking to become a leader in the rail industry, whether by managing teams, overseeing departments, or leading projects, this programme is crafted for you. It's perfect for those who want to elevate their career and gain the essential skills and knowledge to thrive in a leadership role within this dynamic sector.

What You Will Learn

As an operations manager, you'll need to master leadership, people management, project management, and decision-making skills.

Over the course of the apprenticeship, this rail contextualised programme will equip you with the essential knowledge, skills, and behaviours to excel in your role. You'll learn how to deliver operational plans, manage resources effectively, and lead and develop the talent within your team. You'll also gain a deep understanding of the complexities of relationships within the rail sector.

HOW IS THE PROGRAMME DELIVERED?

Cohort Delivery We deliver to cohorts from mixed rail employers or a single employer (minimum numbers apply).



Face-to-Face
& Online
Workshops



Self-Directed
Learning



Skills
Development
Assessments



Digital
Learning



Flipped
Classroom



Coaching

Includes Complimentary Awards:

- ✓ **CMI Qualification - Level 5 Award in Leadership and Management**
- ✓ **CIRO Rail Pro: 12 System Elements of Rail**
- ✓ **CIRO Membership - Upgrade to Associate**

CORE CONTENT



Management of Self & Others

Understanding reflection tools, critical thinking, time management and techniques to manage distractions.



Managing People

Learn about different types of teams and how to build successful teams. Performance management techniques, talent management models, recruitment and development, and how to delegate.



Operational Management

Creating and delivering operational plans that align to the strategic direction of the organisation. Interpreting and complying with legislation and organisational policy while considering the current and future needs of the business. Understanding the impact of equity, diversity and inclusion in the workplace.



Project Management

Learning how to plan and manage a successful project, managing risk and resources to deliver the benefits in a timely and cost effective way.



Building Relationships

Understanding your stakeholders and useful tools for building relationships with them. Effective collaboration, how to manage conflict, principles of negotiation and influencing and sharing best practice.



Managing Change

Initiating and managing organisational change using change management methods and concepts to support continuous improvement.



Communication

Understanding interpersonal skills: what they are and how to use them. Different methods of communication and how to apply them appropriately, transactional analysis and active listening.



Decision Making Through Information and Data

Understand problem solving techniques and methods for researching, analysing, interpreting and evaluating data to inform judgement. Analyse, interpret and cascade data to allow tracking and trend analysis and enable effective decision making for managing objectives and targets.



Leading People

Understanding leadership styles: how to develop and manage a high performing team. Coaching and mentoring, how to motivate teams and individuals and organisational culture and diversity.



Finance and Resources

Understanding budgets and financial forecasting, and how to use resources effectively to generate a profit. Use digital tools to analyse information and monitor performance and budget to implement projects and operational plans.