

# Level 5

## Operations/Departmental Manager apprenticeship outline:

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**Oakridge's Operations/ Departmental Manager apprenticeship is for those who manage teams and/ or projects, and achieve operational or departmental goals and objectives as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner.**

**Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same.**

### **Key Responsibilities:**

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

### **Roles/Occupations may include:**

Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

### **Entry Requirements:**

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

### **Duration:**

24 – 30 months  
(Including 20% off the job training)

### **End Point Assessment:**

Learners will need to pass an End Point Assessment to successfully complete the apprenticeship.

### **Employer Commitment:**

An employer must be prepared to provide the learner with the opportunity to carry out work which allows them to produce evidence to pass the 'end point assessment' (EPA). Employers must also meet the 20% off-the-job training requirement for all learners.