

LEVEL 5 OPERATIONS/ DEPARTMENTAL MANAGER APPRENTICESHIP

Information for prospective learners



OVERVIEW

Eliesha's programme for the Level 5 Operations /Departmental Manager Apprenticeship Standard is a rewarding and engaging learning journey that equips individuals with the critical knowledge, skills and behaviours required of modern managers and leaders.

Throughout a blended delivery schedule covering highly relevant topics, you will feel your confidence as a manager increasing and, by the time you have reached completion and certification, will be able to call upon the core competencies of a highly effective manager.

SUPPORTIVE

Your learning will be comprehensively supported by an online Learning Management System (LMS), your dedicated and experienced Programme Tutor/Coach (PTC) and a rich library of learning resources; as well as Eliesha's expert support team.

PRACTICAL

The informative programme content covered in your workshops will always take the form of practical tools, methods and models that can be immediately transferred to your workplace and bring about positive changes to your day-to-day actions and decisions.

FLEXIBLE

Eliesha's programme is carefully designed to complement your professional responsibilities, not compete with them. This means that - outside of scheduled workshops - learning is on-hand to be accessed whenever is convenient and wherever is most effective

ABOUT ELIESHA

Eliesha has more than 20 years' experience delivering impactful management and leadership training solutions. Every member of our team, from senior leadership to training delivery, is passionate about providing a supportive, enriching learning experience for our apprentices.

We envision all of our apprentices developing not just skills and knowledge, but also the self-belief and confidence to make a real contribution to the success of their organisation.

Our experience of developing managers and leaders - from supervisors to senior executives - helps us to develop and sustain fulfilling careers in management for our apprentices, regardless of the industry they work in.



The main delivery method for your learning will be engaging and interactive virtual and/or face-to-face workshops, scheduled every 4-8 weeks. The programme is divided into 10 modules, each centred around one workshop. You will prepare for workshops with online learning via the LMS and reflective tasks like questionnaires, and each module includes knowledge and skills tasks to complete after the session.

WORKSHOP DELIVERY: 15 DAYS

- 2x ½ day Induction Sessions
- 10x Full day Workshops (every 4-8 weeks)
- 3x Tutor Support Days
- 1x Gateway Preparation Day

INDIVIDUAL LEARNING SUPPORT

- Programme Tutor/Coach provides:
 - 1-2-1 coaching
 - Constructive feedback on assessed tasks
- Tutor Support Days include:
 - Portfolio progress review
 - Completion guidance for Time & CPD logs
 - Support/discussion around areas of concern
 - 1-2-1 support from PTC
- Eliesha Team provides:
 - Programme support & guidance
 - Systems support (e.g. E-Portfolio, LMS)

ONLINE LEARNING

- Engaging learning in a collaborative virtual environment
- Individual login to unique course on LMS
- Access to *pearls of wisdom*® microlearning videos and *e.micro-toolkit* clusters
- Integrated E-Portfolio system enabling:
 - Seamless portfolio building
 - Easy evidence of progress against clear learning outcomes
- Access to rich collection of relevant learning resources including diagnostics, podcasts, journals and ILM's learning library

PROGRAMME STRUCTURE

STEP THREE: INTERPERSONAL EXCELLENCE

- Leading People
- Managing People
- Building Relationships
- Communication

STEP TWO: ORGANISATIONAL PERFORMANCE

- Project Management
- Finance
- Operational Management

STEP ONE: PERSONAL EFFECTIVENESS

- Self-Awareness
- Management of Self
- Problem Solving & Decision Making

ASSESSMENT METHODS

Varying as appropriate, considering your working environment, these include:

- Scenario-based Exercises
- CPD Logs/Personal Development Plans
- Completion of *e.micro-toolkits*
- Presentations
- Project Proposal
- Workplace Evidence
- Professional Discussion
- Presentations

CONTENT AND FORMAT

WHO IS THIS FOR?

This programme is ideally suited for anyone with current management responsibilities who aspires to manage teams and/or projects in the context of achieving operational or departmental goals, with an eye on organisational strategy. You will be an ambitious manager with a strong commitment to your continuing professional development and a desire to acquire the skillset of a highly effective modern manager.

WHAT ARE THE MATHS AND ENGLISH REQUIREMENTS?

Aligned with ESFA/Ofsted guidelines, all new apprentices are asked to provide qualification evidence (e.g. GCSE certificates) and complete basic Maths and English skills assessments at enrolment. Using both this evidence and assessment results, an appropriate functional skills learning journey is mapped out for each apprentice. For some, this may mean registration with NCFE and access to their Skills Forward learning platform and, with support from a specialist tutor including mock exams, eventually the successful completion of Functional Skills qualifications, as appropriate.

WHAT IS THE '20% OFF-THE-JOB' REQUIREMENT?

You will account for around half of this with directed learning such as workshop sessions, online learning and knowledge or skills-based assignments. The remainder is made up of time spent putting your new learning into practice in your workplace, which might be planning and delivering briefings, giving/receiving feedback or setting and communicating objectives. You will receive guidance and support on how to demonstrate and account for these activities.

WHAT IS THE FINAL ASSESSMENT PROCESS?

This is called End Point Assessment (EPA) and involves a) a professional discussion underpinned by a 'portfolio of evidence' built over the course of the programme and b) a project proposal report and presentation (with Q&A). We include EPA preparation throughout our programme, including a 'Gateway' process to ensure confidence and readiness.

WHAT WILL I ACHIEVE?

As well as the Level 5 Operations/Departmental Manager Standard, you will achieve an internationally-recognised ILM Level 5 Certificate in Leadership & Management.

HOW LONG DOES IT TAKE?

This programme typically runs for 24-30 months including Gateway and End Point Assessment.

LINE MANAGER ENGAGEMENT

We know that involving line managers with apprenticeship programmes has a highly positive effect on development dialogue, workflow planning and level of employer support. We engage line managers from day one of our programmes, starting with their invitation to the induction sessions, making them an active participant in your development journey.

INTUITIVE SYSTEMS

Eliesha's chosen E-Portfolio system and proprietary Learning Management System (LMS) provide rich dashboards from which you can keep on top of your progress, easily access your learning, communicate with your fellow apprentices, get support from the Eliesha team and seamlessly manage your portfolio of evidence.

QUALIFICATION

The ILM Level 5 Certificate in Leadership and Management that you study for alongside your Apprenticeship Standard provides professional recognition of your competencies from an internationally-respected industry body. Your ILM membership also allows you to buy a Totum card and enjoy associated on-line and high street discounts.

TESTIMONIALS AND FEEDBACK

PERSONAL DEVELOPMENT & ACHIEVEMENT

"Their biggest growth points within the programme so far have been in their confidence. They are enjoying the course and are also able to apply this learning to practice, for example, in better leading the team through current challenging times, budget management and tackling problems. For example, they have utilised the finance module whilst planning future consultations and in budget decision making." - Apprentice's Line Manager, Probation Services

"They have really grown in confidence and a year ago I couldn't even imagine them applying for a job like that - so they could see the difference... Something great had happened in the course of that year to improve their confidence. Management could see the difference... the positive difference in management style between them and the previous manager." - Apprentice's Line Manager, University

"I have good opportunity to observe them in the workplace, largely in management meetings but also via their improving oral and written communication ... they continue to display excellent attributes and skills in relation to increased professionalism, agility, inclusivity and responsibility." - Apprentice's Line Manager, Probation Services

LEARNING EXPERIENCE

"I really enjoy the taught elements of the programme and the camaraderie we have ... it feels such a secure learning environment which allows everyone to be open and to speak up." - Management Apprentice, Engineering

"This has been a fantastic opportunity to undertake this apprenticeship. It has given an insight into how management and operational decisions are made but also factors to be aware of when I am supervising staff." - Management Apprentice - University

SUPPORT EXPERIENCE

"The quality of the support that I have received from the Eliesha team has been second to none." - Management Apprentice, Utilities

"The support and commitment have been great, I feel I can contact [the Programme Tutor/Coach] for help whenever I may need it."
- Management Apprentice, University

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