



Specialists in Project Management, Leadership and Management, and Business Improvement

Level 5 Operations Departmental Manager

INVESTORS IN PEOPLE[®]
We invest in people Standard



Training Apprentices since 2011

Introduction to ELA

ELA is a niche provider of apprenticeship learning programmes in Project Management, Leadership and Management, and Business Improvement. We are specialists in delivering training solutions into public sector organisations, education settings, facilities management, engineering and construction. We do not believe in training for training's sake, which is why our team combines extensive industry experience and knowledge of these disciplines with a huge passion for learning that makes a difference.

Level 5 Operations/Departmental Manager Standard

An Operations/Departmental Manager is someone who manages teams and/or projects, and achieves operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. They are accountable to a more senior manager or business owner.

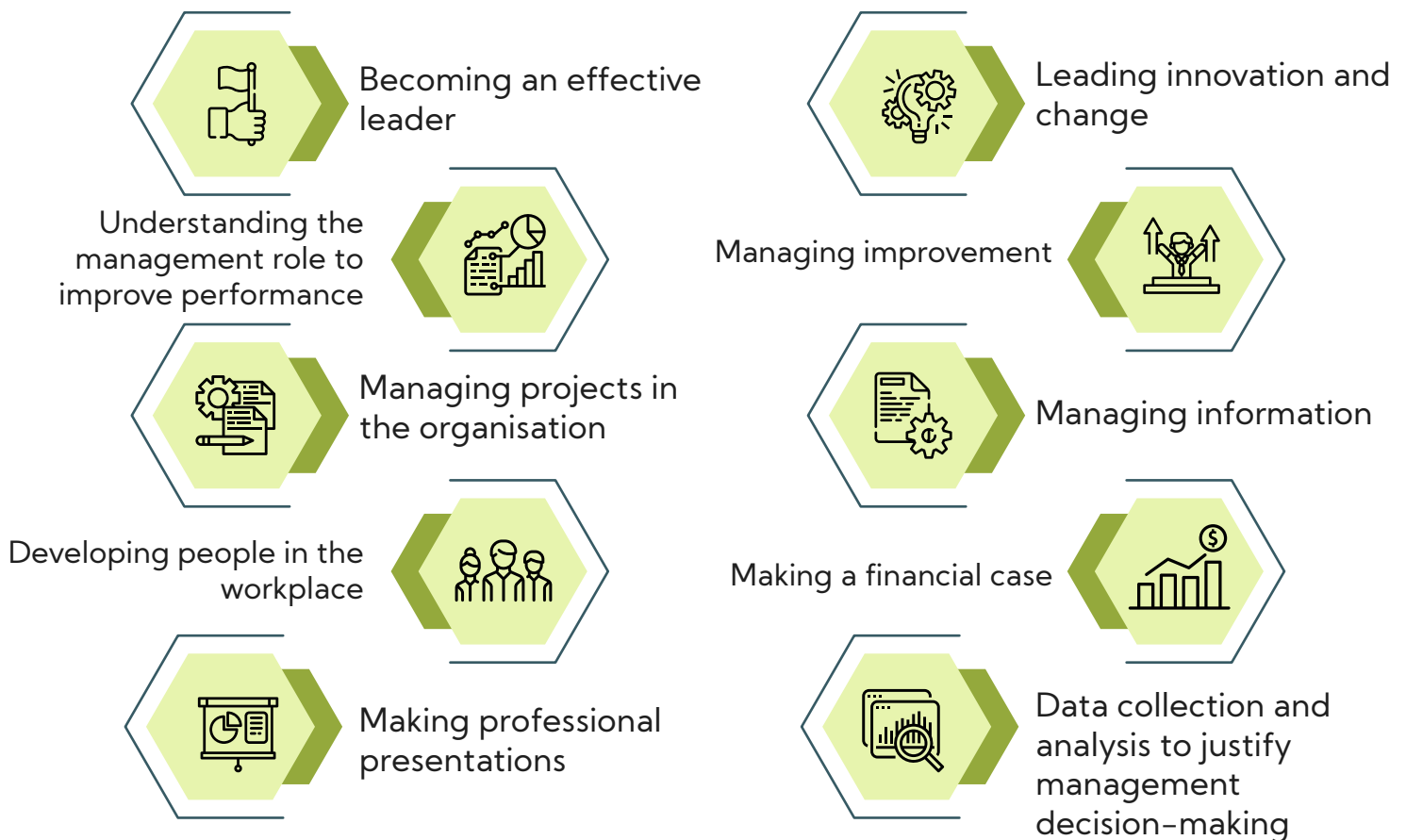
Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, and coaching and mentoring.

Choose Between ILM Unit Selections

Bespoke the programme for your organisation needs by choosing between the following ILM Unit Selections:

ILM Suite 1

Additional emphasis on developing analytical skills, reusing information to make decisions, and putting forward justified business cases inclusive of financially-based reasoning.



Choose Between ILM Unit Selections

Bespoke the programme for your organisation needs by choosing between the following ILM Unit Selections:

ILM Suite 2

Additional emphasis on developing commercial awareness, managing customer relations and managing risk in the workplace.



Benefits of Apprenticeship

01 Full membership of the Institute of Leadership and Management

Institute of Leadership and Management (ILM) Level 5 Diploma for Managers **02**

03 Greater self-awareness and a better understanding of the purpose, scope and importance of their role

A more sustainable programme than a short course, encouraging embedding and facilitating change of behaviours **04**

05 Mental Health First Aid awareness

What Values Do We Add at ELA?



Inclusion of optional
ILM Level 5 Diploma
for Managers



Personal Development
Assessments, Public Speaking
and Presentation Skills Module



Certified Mental Health
awareness to promote a holistic
well-being culture at work and
reduce the stigma associated
with mental illness



Dedicated cohorts (minimum
12-15 apprentices per employer)
to align the programme with
organisational objectives and
timescales



Mixed cohorts to enable
individual learners from multiple
organisations to join the
programme to share experience,
best practice and ideas



Workshops designed to embed
learning of theory, practical
activities and presentation skills

One to One Support
Regular 1-2-1 support and mentoring with a Portfolio Coach

Workshops
Monthly workshops

Assignments and Tasks

Work-based tasks and assignments mapped to meet ILM and the Standard's criteria

Typical Duration
18-24 months

On-Programme Worked-Based Projects

On-programme work-based projects supported by portfolio of evidence

Knowledge Test
Knowledge Test (multiple choice), structured competency-based interview and professional

Delivery and Assessment

Modules



Course Introduction and Introduction to Ops Management



Improving Own Communication to Support Operations



Managing People



Stakeholder Analysis and Building Relationships



Developing Operational Planning 2



Further Understanding of Operational Finance



Managing Projects in Support of Operations 2



Organisational Mental Health Awareness



Developing Self as an Operations Manager



Problem Solving and Decision Making in an Operational Context



Developing Operational Planning 1



Developing Operational Planning 3



Managing Projects in Support of Operations 1



Managing Projects in Support of Operations 3



Public Speaking and Presentations

Commitment Required

Employer

Appoint a work-based mentor (or actively involved line manager)

Ensure the apprentice has supervisory responsibility for one or more individuals

Allocate protected training time to meet the government's requirement for an apprenticeship programme (minimum 20% of their contractual hours)

Participate in bi-monthly reviews of the apprentice's progress (CPD tracking)

Attendance at fortnightly virtual workshops with the Trainer

Attendance at monthly virtual meetings with the Portfolio Coach

Manage ownership of portfolio development and ensure timely submission of work

Maintain records of the learning activities undertaken

Apprentice



Other Apprenticeships in the ELA Business Portfolio:

- Level 3 Team Leader Supervisor Standard
- Level 4 Associate Project Manager Standard
- Level 5 Operations Departmental Manager Standard
- Improvement Practitioner Level 4 Apprenticeship Standard





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