

Training provided by

**IMPACT
FUTURES**



Level 5

Operations/Departmental manager

 **Home Instead.**
To us, it's personal

Leadership and management training for
operational and departmental managers



Operations / Departmental Manager apprenticeship standard

This level 5 apprenticeship training programme develops the management skills which improve business productivity and profitability.

It is suitable for junior managers looking to gain an understanding of management practices and techniques, but is also beneficial as refresher training for experienced managers.

Once completed, you can become an associate or member of the Institute of Leadership and Management or Chartered Management Institute.

Entry requirements

You must have been a UK, EEA, or EU resident for at least the past three years to undertake this training programme.

In addition, you must be able to commit to the full length of the programme, and be able to meet the programme modules through your job role.

If you do not have a level 2 or equivalent in Maths and English, you will be required to work towards achieving these qualifications as part of your apprenticeship.

What is the duration and how will you learn?

Over the duration of 24 months, you will receive a combination of face-to-face and online training and support.

You will undertake an online assessment that will help us to understand your learning style and needs, then we will tailor your learning experience accordingly.

We ensure that you stay on track to complete your programme on time by managing your progress through our state-of-the-art e-portfolio system, Aptem.

Off the job training

As part of the apprenticeship, alongside your job role, a minimum of 6 hours per week of your time in work must be dedicated to improving new skills, knowledge and behaviours.

This can be any time devoted to learning and improving new skills, knowledge and behaviours without interruption. This includes the following learning methods:



Online teaching



Digital learning resources



One to one tuition



Workplace assessment



“How you make others feel about themselves says a lot about you”

End-point assessment (EPA)

Learnt knowledge, skills and behaviours will be assessed by an independent assessor in your end-point assessment (EPA). This typically involves elements such as:



Multiple choice examination



Professional discussion



Interview



Presentation and Q&A

Your apprenticeship journey



You will learn how to:



Deliver results

- ✓ Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs
- ✓ Strategically plan in line with organisational objectives
- ✓ Set up and manage a project using relevant tools and techniques, and understand process management
- ✓ Organise and manage resources to deliver required outcomes
- ✓ Understand business finance, including how to manage budgets and financial forecasting, and how to monitor budgets and provide reports considering the financial implications of your decisions and adjust your approach accordingly



Manage people and develop relationships

- ✓ Understand different leadership styles
- ✓ Lead multiple and remote teams, as well as how to manage team leaders
- ✓ Manage partner, stakeholder and supplier relationships, including negotiation, influencing and effective networking, and be able to communicate effectively, being flexible in communication style
- ✓ Communicate organisational vision and goals and how these apply to teams
- ✓ Manage talent and performance
- ✓ Develop, build and motivate teams by identifying their strengths and enabling development in the workplace, and also understand how to develop high performing teams
- ✓ Manage conflict



Manage yourself

- ✓ Understand the impact you make on the organisation, and understand emotional intelligence
- ✓ Understand different behaviour styles
- ✓ Understand time management techniques and tools, how to prioritise activities and the use of different approaches to planning
- ✓ Create a personal development plan, and be able to reflect on your own performance, working style and its impact on others
- ✓ Understand problem solving and decision making techniques, including data analysis, and be able to undertake critical analysis and evaluation to support your decision making

Making an impact, now and in the future

Your career is a path, not a programme. We want to understand your career goals for the future now, so that we're best placed to assist, guide and inform you on your options.

Where do I see myself in my career in 12 months?

What support do I need to get there?

What targets and milestones can I set now to aid me in achieving this?



The next level

If you want to upskill further upon completing this programme, consider our Level 6 management apprenticeship.

Make an impact

Impact Futures are Home Instead's preferred apprenticeship provider.

We're all about making an impact, be that individuals making an impact through their day-to-day work, or by organisations making their impact on our economy.

For more information about this apprenticeship, or any other available programmes, contact Home Instead's dedicated Client Relationship Manager, Charlotte Keyworth:

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Each Home Instead franchise office is independently owned and operated.

