



**Level 5
Operations
Manager in
Adult Care**

Leadership and management training
for operational managers



Operations Manager in Adult Care apprenticeship standard

The Level 5 Operations Manager Apprenticeship is designed for those supervisors or managers looking to move to a more senior management role in the health and social care sector. It will introduce learners to key concepts that will equip them with the skills, creativity and vision that can be incorporated into their day-to-day responsibilities and guide their organisations in today's fast-moving competitive environment.

At the end of this training programme, you will be awarded a full and relevant Level 5 qualification once a passing grade has been achieved at the End-Point Assessment and the Level 5 Diploma in Leadership and Management for Adult Care.

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 21 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, and can include:



Online teaching



Digital learning resources



One to one tuition



Workplace assessment

End-point assessment

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

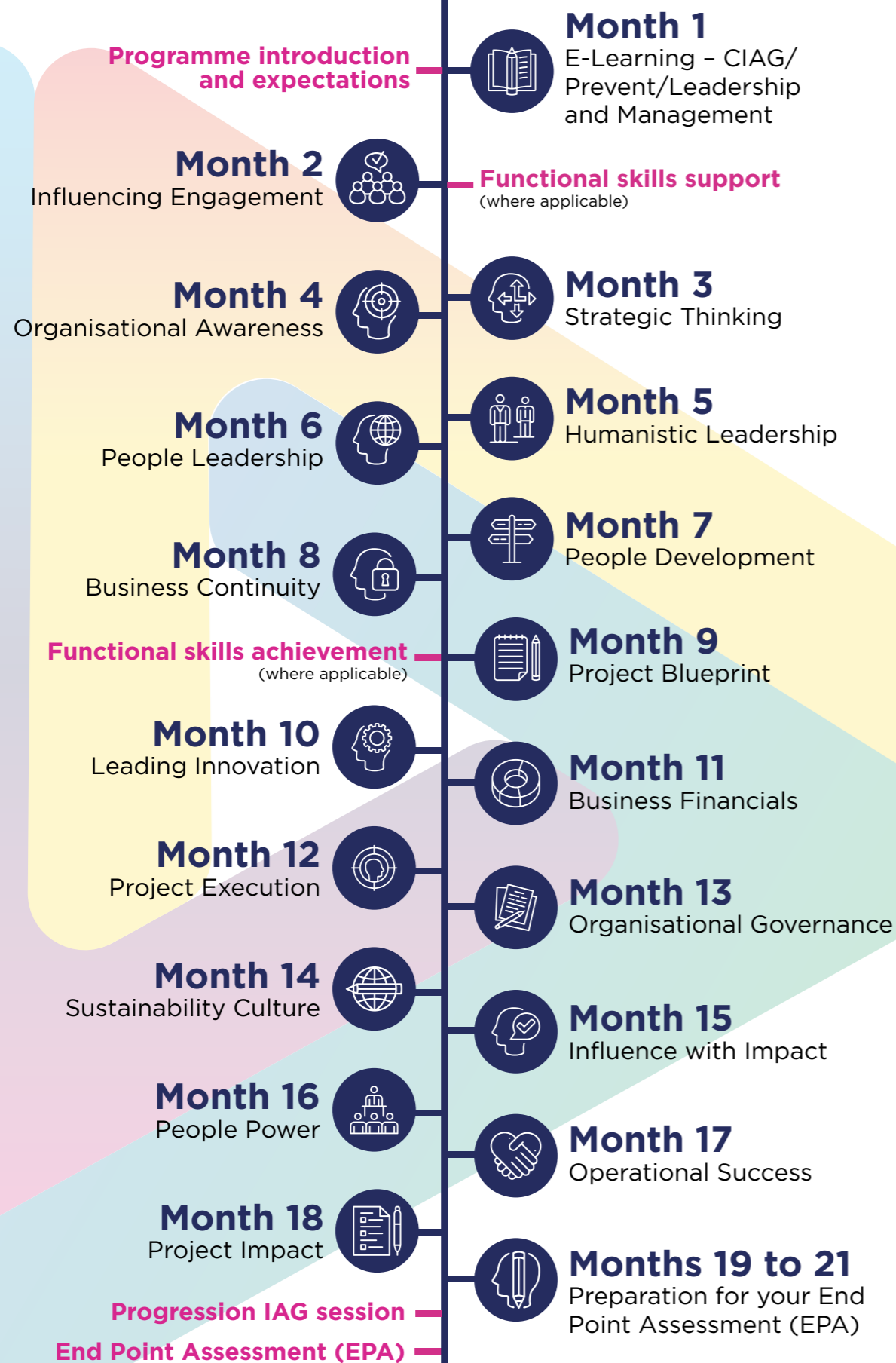


Written project report with presentation and questions



Professional discussion underpinned by a portfolio of evidence

Your apprenticeship journey



Achievement

You will learn how to: (Key areas)



Support team development

- ✓ Lead the team and individual training needs and support continuous professional development
- ✓ Delivery effective coaching and mentoring
- ✓ Manage and set goals and accountabilities for individuals and teams
- ✓ Motivate team members and individuals through collaborative activities
- ✓ The importance of reflective practice in improving team's performance and different models that support this



Develop yourself

- ✓ You will take accountability and ownership of your own and the team's tasks and workload
- ✓ Analyse the interaction between the values and culture of an adult social care organisation and own leadership behaviours
- ✓ Develop new skills and approaches to people management, for example recruitment, performance management, reward, and talent management and resource planning
- ✓ Develop presentation skills and become better 'storyteller'
- ✓ Learn new influencing, negotiation and conflict resolution and mediation skills



Link theory with practice

- ✓ Legislation and organisational policies relating to equity, diversity and inclusion in the workplace and their impact on the organisation and stakeholders
- ✓ Learn about the effectiveness of project management tools and techniques and put these into practice
- ✓ Ethics and values-based leadership theories and principles, for example employee wellbeing
- ✓ Change management concepts and methods for implementing change within the organisation
- ✓ Analyse own role in applying, leading, and evaluating own service's governance procedures and agreed ways of working

The 5 pillars of wider learning

Sustainability



Sustainability is about protecting the future of our environment.

Why do we need to learn about sustainability within an apprenticeship?

Through learning about the world and how to best keep it sustainable, you can be encouraged to safeguard and enhance our natural resources.

Developing your attitudes and behaviours to be more environmentally conscious, you can protect the future of our environment.

CIAG



CIAG provides us with careers information, advice, and guidance.

Why is the support of CIAG important within an apprenticeship?

To be inspired, as a learner, to be proactive and to believe in your ability to achieve your aspirations.

This support will help you learn about career pathways available to you, and will:

- Increase your knowledge about the world of work
- Inspire you to succeed
- Improve your social mobility and life chances
- Help you make informed decisions

Cultural capital & personal development



Cultural capital and personal development is about boosting your employability and work and life skills.

Why do we need to understand cultural capital and personal development within an apprenticeship?

Learning about real-life situations and navigating through them will provide you with essential knowledge, that you may need to ensure future success.

This can include: resilience, confidence, time management, finance management, and much more- all important work, behaviour, attitude, and life skills.

British values, safeguarding & prevent duty



We have a responsibility to keep learners safe during their learning, but we are also responsible for what happens beyond that, too.

British values:

As our learner, you should understand: your right to make safe choices; the rule of law is there to protect you; you should be respected for who you are (regardless of age, race, gender and background); and you live in a democracy allowing you to be involved in decisions that protect you.

Safeguarding:

We can ensure that you are supported by the right people at the right time.

Prevent duty:

We can recognise when targets are preyed upon by extremists and we act, report and get help to stop their recruitment.

Equality, diversity & inclusion



Promoting equality, diversity and inclusion entails fair treatment and equal opportunities for all learners.

The impact of embedding these integral areas into your learning programme means that you will be more aware of your social responsibility to protect the vulnerable in our wider society. This will enable an inclusive mindset in your work and home life, as you develop and grow in your career.

Understanding how to protect those in our society from abuse and extreme idealisms, will further enable our future living and working lives becoming safer and fairer.

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 leadership apprenticeships.



Make an impact

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.

As a national training provider, we make this impact throughout the UK, with expertise in childcare, healthcare, clinical and business skills apprenticeships.

