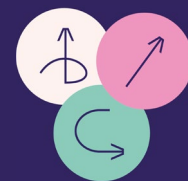
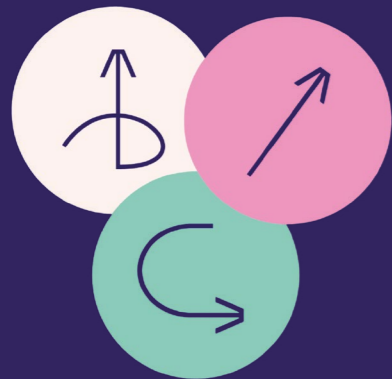


Level 5 Operations Manager in Adult Care



Home.
Work.
Leisure.
Together.

Your life. Your way.

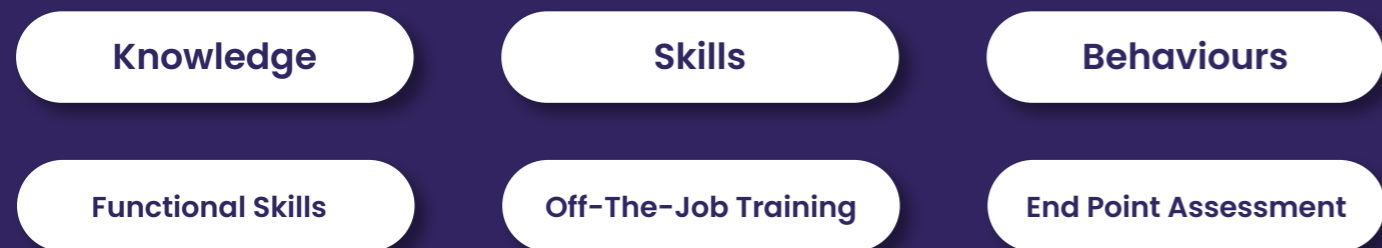


Operations Manager in Adult Care Apprenticeship Standard

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.

Apprenticeships are 12 to 24 month training programmes. They are made up of:



More information on each of these components can be found within the learner or manager apprenticeship guide. All of the above components must be fully completed in order to successfully achieve 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.

The 16 month time frame is based on an employee with a full-time contract, if an employee works fewer than 30 hours then the time frame of the apprenticeship will increase accordingly. See below for example:

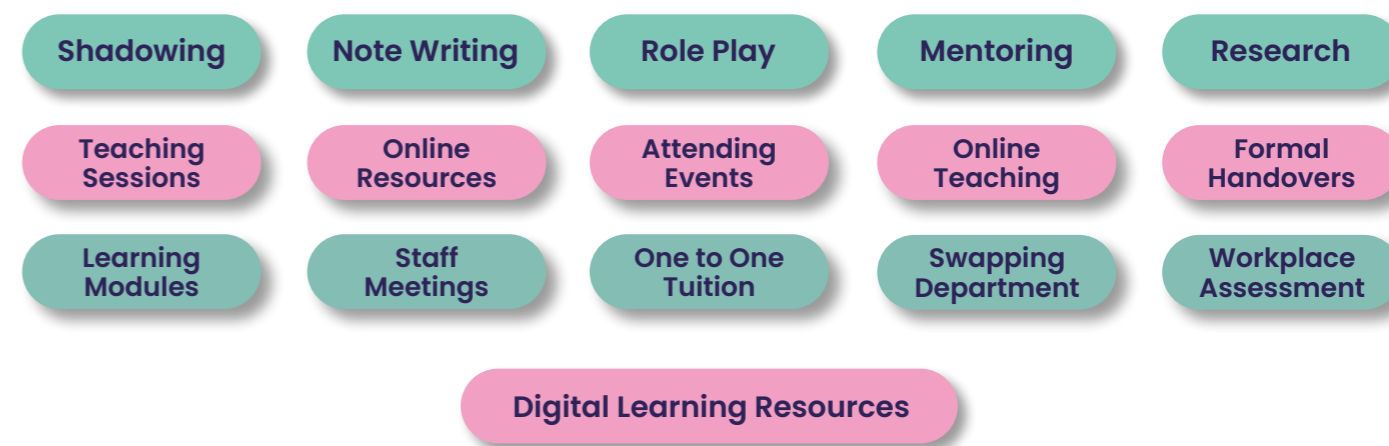
16 hours contracted per week = 22 months apprenticeship programme

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. Examples include:



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:



Your apprenticeship journey



Month 1

E-Learning/CIAG, Prevent, Leadership & Management +

Programme introduction and expectations

Months 2 to 4

Influencing Engagement, Strategic Thinking, Organisational Awareness +

Functional skills support (where applicable)

Months 5 to 8

Humanistic & People Leadership, People Development, Business Continuity +

Months 9 to 12

Project Blueprint, Leading Innovation, Business Financials, Project Execution +

Functional skills achievement (where applicable)

Months 13 to 15

Organisational Governance, Sustainability Culture, Influence with Impact +

Months 16 to 18

People Power, Operational Success, Project Impact +

Months 19 to 21

Preparation for your End Point Assessment (EPA) +

End Point Assessment (EPA)
Progression IAG session

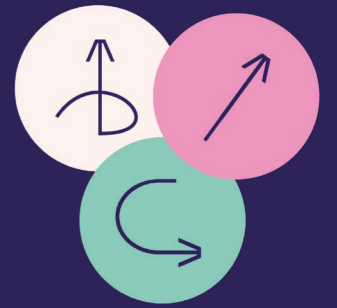
Achievement



Home.
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Leisure.
Together.

Your life. Your way.

What will you learn?



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

Modules of learning

Module 1

Learning Foundations and CIAG, Leadership

- Identify the details of your own chosen pathway and how you will be supported to collect and build a robust portfolio of leadership evidence and undertake preparations for both an observation and knowledge test at end point assessment.
- Determine how, online safety, equality and diversity, safeguarding and prevent are part of a duty of care, understanding the application in the context of management.
- Assess how your progress is reviewed, how we support any additional learning needs and appeals procedures (where appropriate). As well as being able to understand programme expectations and commitment to your apprenticeship journey.
- Research and discuss some of the topics you may be learning as part of your overall qualification, utilising the knowledge, skills, behaviours and duties identified in the operations manager apprenticeship standard.
- Assess behavioural and learning styles to ascertain the workplace implications.
- Review development needs for current and future roles.
- Analyse the importance of continuous personal and professional development in achieving organisational objectives.
- Key concepts, theories and models relating to leadership and management, and considers how they apply to adult care.
- Determine how your industry affects the diversification of your leadership role.

Module 2

Influencing Engagement

- Review the types of stakeholder relationships within organisations.
- Analyse the role of the manager in managing stakeholder relationships.
- Examine the benefits and challenges for organisations working with different stakeholder groups.
- Define how building partnership working is achieved through the effective use of networking, influence, and negotiation abilities.
- Justify strategies for communicating planned change to stakeholders.

Module 3

Strategic Thinking

- Assess the relationship between an organisation's strategic objectives and operational planning.
- Evaluate the use of approaches to operational planning.
- Assess methods of managing and leading the delivery of an operational plan.
- Detail how to create an operational plan in line with organisational objectives.
- Identify strategic direction in response to changing markets.

Module 4

Organisational Awareness

- Detail how to conduct an analysis of the commercial environment and identifying areas for improvement.
- Review the impact of organisational context on operational leadership.
- Evaluate business development tools, their uses and how they inform decisions.
- The purpose of maintaining a continuous overview of organisational development in supporting current and innovative practices, with evidence-based approaches.

Modules 5 & 6

Humanistic and People Leadership

- Investigate the role ethics and morality play in effective leadership.
- Explain the difference between morality and ethics, in relation to leadership.
- Identify the process of ethical decision making in practice.
- Analyse motivational techniques to improve performance.
- Analyse conflict management models and the approaches used to resolve different scales of workplace conflict.
- Describe the challenges of managing multiple teams.
- Analyse a range of performance management techniques.
- Review techniques for identifying and dealing with under-performing individuals in the workplace
- Explain how to ensure recruitment and selection processes are fair.
- Outline a range of approaches to delegation in the workplace and how to make them effective.
- Lead and support others in promoting an integrated working model of partnership in adult care.

Module 7

People Development

- Review techniques for assessing current and future team capabilities and requirements.
- Evaluate the use of theoretical models for developing, managing and leading team.
- Examine the use of coaching and mentoring models to support team development.
- Analyse the role of the manager in workforce development.
- Outline good practice for enabling and supporting high performing teams.



Modules 8 & 9

Business Continuity, Project Blueprint

- Describe the importance of contingency planning.
- Detail the role of contingency planning in business continuity, disaster recovery and risk management.
- Review the leadership skills required for strategic risk management.
- Identify scope of a proposed management project.
- Examine the factors that need to be considered when developing a plan for the management project.
- Describe a range of different project management models and methodologies.
- Determine the key reasons to initiate a project by an organisation.

Modules 10 & 11

Leading Innovation, Business Financials

- Analyse the environmental factors and internal factors which influence change in organisation.
- Examine the potential impact of change in organisations.
- Evaluate the use of theoretical models for managing change and review the role of leadership in gaining the commitment of others to change.
- Select the best strategies to overcome barriers to change.
- Critically examine current service provision and develop changes that will enhance and modernise services, responding to the current drivers that are shaping adult care.
- Assess financial management practices within the workplace.
- Differentiate between budget setting and financial forecasting.
- Evaluate budget setting approaches used by organisations.
- Specify corrective actions to be taken in response to budgetary variance.
- Discuss reporting procedures for budgets and other financials.

Modules 12 & 13

Project Execution, Organisational Governance

- Examine the factors that need to be considered when developing a plan for the management project.
- Compare and contrast the tools and techniques used in project management to plan and coordinate a project.
- Evaluate the use of risk analysis tools and techniques and process for mitigating risk.
- Describe the information used to monitor and communicate project progress.
- Review the process for assessing a project's efficacy using data from several sources.
- Examine the impact of legal and organisational policy on leadership.
- Review how a leader may embody the culture and values of the organisation.
- Examine the impact of legislative requirements on organisations with respect to equality, diversity and inclusion.
- Analyse the role and responsibilities of a manager in relation to equality, diversity and inclusion.

Modules 14 & 15

Sustainability Culture, Influence with Impact

- Discuss organisational approaches to corporate social responsibility and sustainability.
- Review the main concepts underlying sustainability and its relevance in today's world.
- Outline systemic behaviours in society and how they relate to key sustainability concepts.
- Explain key environmental, social, and governance issues.
- Articulate how sustainability fits into a competitive business strategy.
- Explain how effective use of influencing skills establish business relationships.
- Identify what is the difference between power and influence.
- Outline how to build trust as a leader.
- Evaluate though effective how leaders can influence, teach and inspire through the effective use of storytelling.

Modules 16 to 18

People Power, Operational Success, Project Impact

- Evaluate opportunities for developing talent within a team.
- Analyse coaching and mentoring approaches and how these can be used to improve performance.
- Review methods for assessing and measuring employee engagement.
- Evaluate the impact of a change on own team including the effect on individuals, teams and operations.
- Evidence the contribution to effective decision making in own role in adult care.
- Assess the importance of sound financial management practices.
- Examine methods for enhancing both individual and group performance as well as the availability of more accurate business performance forecasts.
- Evaluate the effectiveness of capturing and managing project-related knowledge.
- Describe the effective strategies of reporting on project outcomes.

Your career is a journey Take the next step



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.

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