

Training provided by

**IMPACT  
FUTURES**



# Level 5 Operations Manager

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

Leadership and management training for  
operational and departmental managers



## Operations Manager apprenticeship standard

The Level 5 Operations Manager Apprenticeship is designed for those supervisors or managers looking to move to a more senior management role. 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 business in today's fast-moving competitive environment.

This level 5 management apprenticeship has been created for middle managers from any area in a business with three to five years of management experience.

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.

### 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. 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:



Professional discussion underpinned by a portfolio of evidence



Written project report with presentation and questions

# Your apprenticeship journey



## You will learn how to:



### 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



### Develop yourself

- ✓ You will take accountability and ownership of your own and the team's tasks and workload
- ✓ 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





# 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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