



Training provided by

**IMPACT
FUTURES**

LEVEL 5

VISIONARY LEADERS IN HEALTHCARE

Level 5 Operations Manager



From small acorns, great oak trees grow!

Operations Manager

APPRENTICESHIP STANDARD

The Level 5 Visionary Leaders in Healthcare 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 leader 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.

COMPONENTS OF AN Apprenticeship

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 21 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:



MENTORING



SHADOWING



NOTE WRITING



TEACHING SESSIONS



FORMAL HANDOVERS



STAFF MEETINGS



RESEARCH



ONLINE RESOURCES



ATTENDING EVENTS



LEARNING MODULES



ROLE PLAY



SWAPPING DEPARTMENT



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:

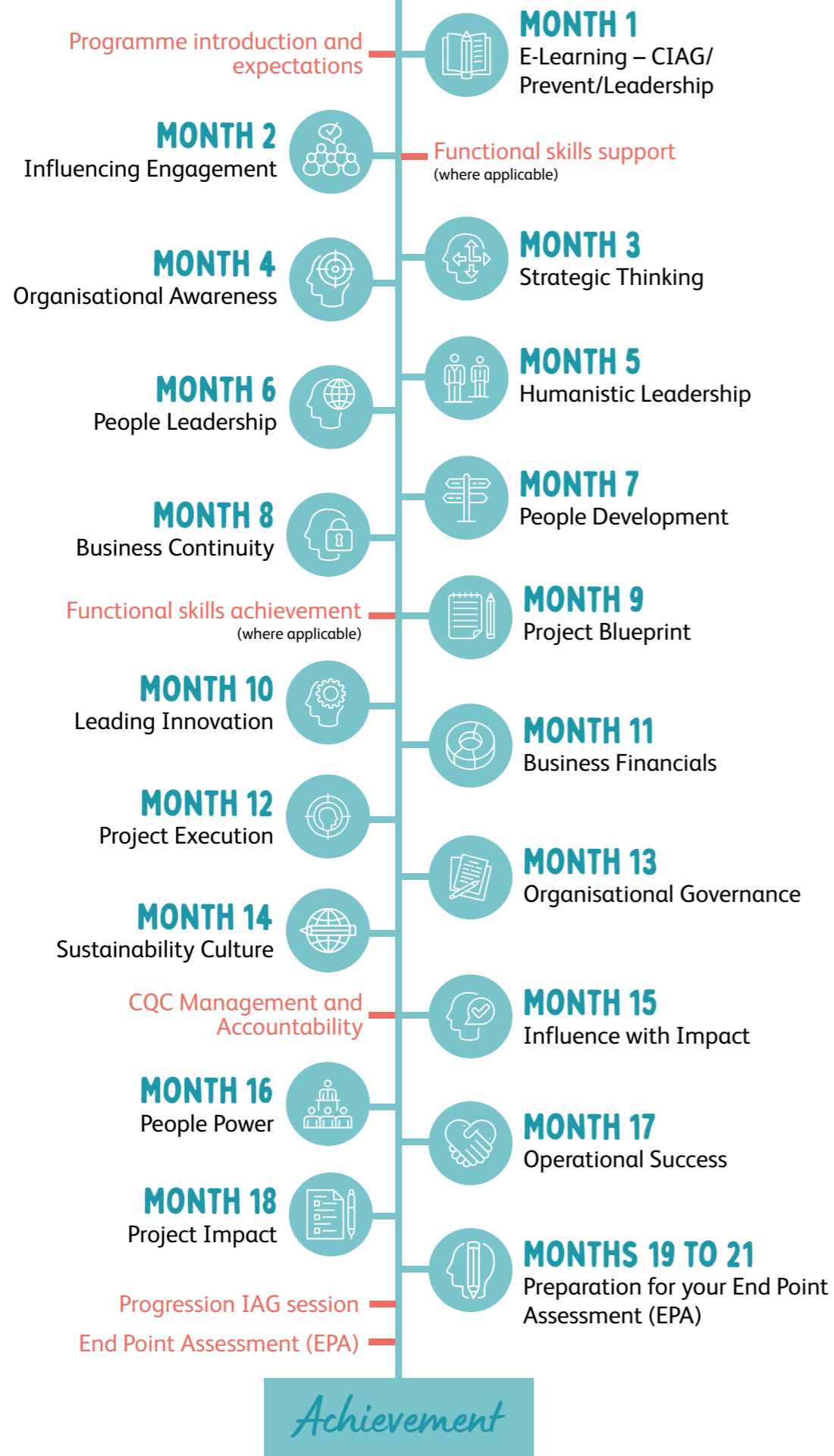


WRITTEN PROJECT REPORT WITH PRESENTATION AND QUESTIONS



PROFESSIONAL DISCUSSION UNDERPINNED BY A PORTFOLIO OF EVIDENCE





Your Apprenticeship Journey







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.

Modules of learning (Key Areas):

<h3>INFLUENCE WITH IMPACT </h3> <ul style="list-style-type: none"> 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. How leaders can influence, teach and inspire. 	<h3>LEADING INNOVATION/ BUSINESS CONTINUITY </h3> <ul style="list-style-type: none"> 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. Describe the importance of contingency planning. Detail the role of contingency planning in business continuity, disaster recovery and risk management.
<h3>PEOPLE DEVELOPMENT </h3> <ul style="list-style-type: none"> 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. 	<h3>LEADERSHIP </h3> <ul style="list-style-type: none"> Assess behavioural and learning styles to ascertain the workplace implications. Analyse the importance of continuous personal and professional development in achieving organisational objectives. Determine how your industry affects the diversification of your leadership role. Explain how to effectively manage your time, balance your responsibilities, and exercise self-leadership.
<h3>PEOPLE POWER </h3> <ul style="list-style-type: none"> 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. 	<h3>ORGANISATIONAL AWARENESS </h3> <ul style="list-style-type: none"> 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.
<h3>HUMANISTIC LEADERSHIP </h3> <ul style="list-style-type: none"> 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. 	<h3>OPERATIONAL SUCCESS </h3> <ul style="list-style-type: none"> Evaluate the impact of a change on own team including the effect on individuals, teams and operations. 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.
<h3>PROJECT IMPACT </h3> <ul style="list-style-type: none"> Evaluate the effectiveness of capturing and managing project-related knowledge. Describe the effective strategies of reporting on project outcomes. 	<h3>SUSTAINABILITY CULTURE </h3> <ul style="list-style-type: none"> 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.
<h3>CQC MANAGEMENT & ACCOUNTABILITY </h3> <ul style="list-style-type: none"> Understand the CQC process/Assist in CQC inspections. Develop presentation skills/Motivate and inspire staff. Help to drive ownership and accountability. Understand the impact of under-performance. Demonstrate good observational skills. Support in the documentation of CQC inspection outcomes and improvement measures. Understand the professional duty of candour. 	

Making an impact, now and in the future:

WHAT WILL YOU ACHIEVE?





A nationally recognised qualification



Functional skills to the required level



Potential career progression into future roles



WHAT'S NEXT?

YOUR CAREER IS A JOURNEY
Take the next step



CONSIDER OUR LEVEL 7 SENIOR LEADER APPRENTICESHIP



Make an impact

For more information, contact

apprenticeships@helpinghands.co.uk



 **Helping Hands**
Caring since 1989

