

## Level 5

Leadership and Management

# Operational/Departmental Manager Programme

This course is designed for mid-level managers working at an operational level. With around 5 years' experience in a management role, managing teams or projects, but with little formal training in how to lead and manage. With proven experience, both managing and being managed, learners get to firm up their understanding of management and bolster their managerial toolkit with insights from academia and shared best practice.

Duration:  
**15 - 18 months**

## What's involved?

Split into 4 parts, each containing multiple learning cycles. These learning cycles focus on a key area for growth and each builds on previous cycles to compound the learning and allow for reflection on the implementation in real-life settings and the impacts of this.

	Part 1 What is leadership and management?	Part 2 Delivering operational plans	Part 3 Becoming a leader	Part 4 Communicating success
<b>Introductory Learning Cycle</b>	Key knowledge and study skills			
<b>Study Unit</b>		<b>Study Unit 501:</b> Principles of Leadership and Management		<b>Study Unit 513:</b> Managing Projects to Achieve Results.
<b>Learning Cycle 1</b>	Who are you as a leader?	Planning	Leadership styles	Communication
<b>Learning Cycle 2</b>	Where do you want to be as a leader?	Delivering	Managing your team	Relationships
<b>Learning Cycle 3</b>	What is your business' strategic direction?	Adapting	Developing your team	Project management
<b>Learning Cycle 4</b>	What is your development plan?			
<b>Training Days</b>	2	2	2	2
<b>Reviews</b>	Starting point tripartite meeting. Tripartite review meeting. Monthly progress reviews.	2 x Tripartite review meeting. Monthly progress reviews.	2 x Tripartite review meeting. Monthly progress reviews.	Tripartite review meeting. Monthly progress reviews. Gateway tripartite review.
<b>EPA preparation</b>	End of part knowledge test and professional discussion.	End of part knowledge test and professional discussion.	End of part knowledge test and professional discussion.	End of part knowledge test and professional discussion. EPA preparation training session.

**20% off the job study per month**, inclusive of the above elements and online learning through our cutting-edge eLearning platform, KBPro®, is required. All learning is flexible to suit a learner's business priorities.

## Core elements of your programme



### Techniques and Insight Questions

Techniques are a distilled set of information on a specific element of business, delivering key information about the topic in a simple and consistent format. With learning being made directly relevant and applicable to the business.

Each Technique culminates in a short written piece where the learner supplies an Insight Answer - contemplating the possibility for implementation of the Technique and related impacts on their role, team and organisation.



### Training Days and Webinars

Designed to increase cross industry collaboration, interdepartmental experience sharing and building team cohesion. These impactful sessions supply an opportunity for learners to discuss cutting-edge research and best practices.

Sessions are available across a broad range of subjects, including: emotional intelligence, values based leadership, project scoping, delegating, time management and many more.



### Study Units

Embedded within the Apprenticeship programme is a Chartered Management Institute Certificate in Management and Leadership.



### Work Based Evidence

A proportion of your time commitment is made up from live project work directly applied from your job role for example: meetings, interviews, projects, presentations etc.

## What you will learn

### Part 1 | What is leadership and management?

- Understanding who you are as a leader and where you want to be, building a development plan to achieve this
- Analysis of multiple leadership styles, your favoured approaches and which styles may fit best in certain situations
- The ability to strategise and plan strategically, promoting and communicating the organisation's strategic direction
- The best approaches to developing and appraising yourself and your team

### Part 2 | Delivering operational plans

- Effective use of resources, financial analysis, and decision-making models to ensure effective planning
- Performance indicators, continuous budgeting analysis and business management models that ensure effective delivery
- Understanding how to adapt your plans and delivery through effective change management processes

### Part 3 | Becoming a leader

- Adaptation of your leadership style to meet the needs of your team
- Managing your team to ensure organisational goals are met nationally and globally, including ensuring successful business continuity during times of succession
- How to help your team to develop a high-performance, supportive culture and continued growth

### Part 4 | Communicating success

- Understanding communication theories to promote effective team relationships and successful collaboration
- How to build long-lasting positive relationships with internal and external customers
- Project and risk management models that support continuous business improvement processes

## How are you assessed?

Once the programme is complete, you will be assessed through the End Point Assessment (EPA) by an independent, accredited organisation.

### Project proposal and presentation with Q&A

The project proposal's subject, title and scope will be agreed between the employer and the EPA Organisation at Gateway Submission is 12 weeks after Gateway

### Presentation focused on the project

- At least 8 questions in the Q&A
- Professional discussion underpinned by a portfolio of evidence
- 20 pieces of skills-based evidence
- 60 min with 6 competency-based questions

Fail, pass or distinction for each method, combined for final score

What you will achieve

- **CMI Certificate in Management and Leadership**
- **Level 5 Operational/Departmental Manager Apprenticeship**
- **Chartered Manager Status**

## Our Level 5 learners tell us:

“The benefits the programme brings to you in your role, and throughout the organisation are incredibly valuable. I would recommend the Level 5 to anyone in a management or leadership position.”

**Richard Jennings**, Site Technical Manager & Regional Head of Continuous Improvement,  
Tata Chemicals Europe.

“If you are starting out in leadership and management, taking the course will give you a firm foundation to build your knowledge and skillset. And, if you’re already leading and managing people, it will provide you with new ways of working and up-to-date techniques and approaches you can directly apply in your role.

It doesn’t matter what stage you are at in your leadership or management career, a Level 3 or 5 course will make you a better leader.”

**Andy Blackstock**, Head of Operations North, Flogas



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