



**Train Together**

# Level 5 Operational/Departmental Manager Standard



**Realise Your Potential**



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## About us.

At Train Together, an Ofsted-rated "Good" provider, we bring over a decade of experience in delivering specialised apprenticeship training, with a strong emphasis on developing the next generation of leaders across diverse industries.

Our Level 5 Operations/Departmental Manager apprenticeship programme is expertly designed to equip your team members with the advanced skills, knowledge, and confidence necessary to excel in management roles. Through a comprehensive curriculum covering critical aspects of Operations Management and Leadership, we ensure that your employees are fully prepared to drive success, innovation, and strategic growth within your organisation.

By partnering with Train Together, you benefit from training solutions tailored to the specific needs of your business. Our programmes not only enhance leadership capabilities but also improve operational efficiency and support sustainable growth, helping your organisation stay competitive in a rapidly changing business environment.

# About us.

We are committed to helping you develop a team of highly skilled professionals who can lead with confidence and effectiveness.

By investing in our Level 5 Operations/Departmental Manager apprenticeship, you're not only advancing your employees' skills but also driving the long-term success and growth of your entire organisation. With Train Together, you can trust in a partnership that's dedicated to delivering tangible results, customised to the unique needs of your business.

## Our Values and What Makes Us Tick

- ✓ **Nurture:** Maintaining excellent relationships with stakeholders is key to meeting our vision and mission.
- ✓ **Courageous:** We embrace difficult conversations and are committed to walking the walk, not just talking the talk.
- ✓ **Genuine:** Transparency in all we do ensures clear and clean communication with all stakeholders.
- ✓ **Dedicated:** We go above and beyond for our learners and clients, offering excellent resources and support to achieve their goals.
- ✓ **Empower:** Providing information, advice, and guidance enables excellent decision-making and helps our partners meet their objectives.







# Understanding The Challenge

01



**Driving Strategic Alignment Across Departments:** Ensuring that all departments and teams are aligned with the overall business strategy is critical but challenging, especially in larger organisations where misalignment can lead to inefficiencies and conflicting priorities.

**Managing Complex Projects and Resources Effectively:** Managing multiple projects simultaneously, along with the associated resources, can be overwhelming and may lead to missed deadlines, budget overruns, or resource shortages.



02

03



**Enhancing Team Performance and Leadership Across the Organisation:** As organisations grow, maintaining high levels of team performance and effective leadership becomes increasingly complex, particularly when managing large, diverse teams.

**Ensuring Operational Efficiency and Continuous Improvement:** Operational inefficiencies can significantly impact the bottom line, and continuous improvement is essential to stay competitive. However, identifying and addressing these inefficiencies can be challenging.



04



## A Collaborative Solution

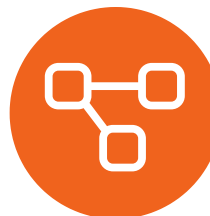
01



**Driving Strategic Alignment Across Departments:** Managers will be trained to develop and communicate clear strategic objectives, ensuring that all teams understand their roles in achieving broader business goals. They use tools like balanced scorecards and strategic planning frameworks to maintain alignment and focus.

### **Managing Complex Projects and Resources Effectively:**

The apprenticeship equips managers with advanced project management skills, including resource allocation, risk management, and using project management software to keep projects on track, within budget, and aligned with strategic objectives.



02

03



**Enhancing Team Performance and Leadership Across the Organisation:** Managers learn to implement performance management systems, lead cross-functional teams, and develop leadership capabilities within their teams, ensuring sustained high performance and continuous improvement across the organisation.

### **Ensuring Operational Efficiency and Continuous Improvement:**

The apprenticeship prepares managers to use Lean Six Sigma principles, process mapping, and key performance indicators (KPIs) to identify inefficiencies, streamline operations, and foster a culture of continuous improvement within their departments.



04



# The Level 5 Operations/Departmental Manager Standard



## Practical Learning

Applying Theories in Practice

Providing Constructive Feedback

Guidance on Personal and Professional Development



## Assessment Principles

Performance Evaluation

Supportive Learning Journey

Effective Communication and Presentation Skills



## Role Proficiency

Insight into Relevant Industries

Encouraging Proficiency

Learning from Experienced Assessors



## Process Understanding

Embracing a Learning Culture

Embracing Diversity & Equality

Engagement with the Assessment Process

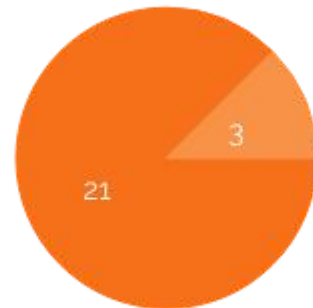
## Qualifications

- Level 5 Diploma in Leadership and Management
- Level 5 Operations/Department Manager Standard

## Progression Route

- Level 7 Leadership and Management

## 24-Month Programme



■ On-Programme ■ End-Point Assessment



# Level 5 Operations/Departmental Manager

Month 1-21

## On-Programme Learning

During the 21-month on-programme learning period, you will compile a comprehensive portfolio. This portfolio will demonstrate your development and proficiency in the key responsibilities of a Operations/Departmental Manager:



Understanding Yourself



Project Management



Operational Management



Finance & Technology



Emotional Intelligence & EDI



Teams & Performance

Months 21-24

## End Point Assessment

Upon successful completion of the on-programme learning, you will undergo a comprehensive final end-point assessment designed to showcase your development throughout the programme. This assessment consists of two components:

### Professional Discussion

A professional discussion is not simply a question and answer session but a meaningful, in-depth two-way dialogue between the apprentice and the independent assessor. The professional discussion will last 60 minutes and will be appropriately structured to draw out the best of the apprentice's competence and excellence. It is a perfect opportunity of to showcase good practice over the apprenticeship programme.



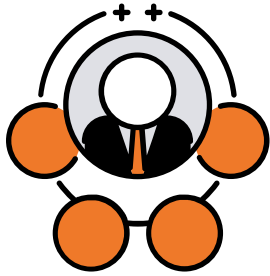
### Project Presentation

A project proposal involves the apprentice completing a relevant and defined piece of work that has a real business benefit, designed to demonstrate the application of knowledge, skills and behaviours as they would occur in occupational practice. Producing a proposal reflects normal practice in the workplace for an Operations or Departmental Manager.





# Programme Benefits



## Employer

This role ensures compliance with industry standards, drives continuous improvement initiatives, and supports strategic planning. Additionally, it promotes talent development, boosts staff retention, and contributes to a culture of excellence and accountability.

## Employee

Gain a recognised qualification, enhance career progression, build confidence and competence and provide comprehensive skills to support business operations.



## Contact us

To find out more about the Level 5 Operational/Departmental Manager Standard, please contact our Customer Relationship Manager, Jo Povall



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