

## Operations or Departmental Manager Apprenticeship Standard Level 3

Location	Offsite
Course Type	Apprenticeships
Department	Apprenticeships
Start Date	Tuesday 1st August 2023
Duration	Part-time, 2 Years
Course Code	XAP-XD3X-1400

### Course Overview

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The Team Leader/Supervisor Apprenticeship is accredited by the Chartered Management Institute (CMI). Staff learn on the job, applying new skills to their existing role. The apprenticeship is suitable for those who are, or wish to become, team leaders and/or supervisors. This includes individuals who are at the start of their career that wish to become team leaders/ supervisors as well as those aspiring or existing managers who may already have developed practical experience but who wish to develop their theoretical understanding of management skills further.

This flexible apprenticeship is delivered in partnership with Mindful Education, and combines online learning with face-to-face lessons in the classroom.

We have partnered with Mindful Education to deliver this apprenticeship through our Online and On Campus model. TCG workshops would be half day remote workshops x 8 over the duration of the programmes

Online lessons can be accessed at any time, using a mobile, tablet or desktop - meaning apprentices can fit their study around work commitments, minimising disruption in the workplace. Each lesson lasts around 45 minutes and is accompanied by animations and motion graphics to bring concepts to life. Exercises, interactive case studies and analytical tools help to enhance the learning experience further.

[www.mindful-education.co.uk](http://www.mindful-education.co.uk)

# Course Requirements

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Individual employers will set the selection criteria for their apprentices though most will be expected to hold 5 GCSEs at grade 5 (C) or higher. Prior experience may also be considered. Apprentices should also have achieved qualifications in English and mathematics at a minimum of level 2 or equivalent. Where this is not the case, apprentices must complete these by the end of the Apprenticeship.

## Assessment

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Apprentices must pass the end-point assessment in order to achieve the apprenticeship certificate.

The end-point assessment for the Team Leader/ Supervisor Apprenticeship involves a review of the apprentice's portfolio of evidence which is collated during their work/ study time; an externally set knowledge test; and an interview/ competency-based discussion relating to the apprentice's Continual Professional Development Log.

## Progression

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On completion, apprentices may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of leadership and management, to support their professional career development and progression.

## Career Options

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Learners who are aspiring to a management role may progress to roles such as Team Leader, Supervisor, Project Officer, Shift Manager or Foreperson

## Mandatory Units

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What will I learn?

The apprenticeship covers a wide range of business management skills and knowledge, including organisational performance, interpersonal skills and personal effectiveness.

Example modules

1. Principles of Management and Leadership
2. Managing a Team to Achieve Results
3. Building Stakeholder Relationships Using Effective Communication
4. Contributing to the Delivery of a Project
5. Managing Daily Activities to Achieve Results
6. Managing Budgets and Resources
7. Managing Data and Information
8. Managing Own Personal and Professional Development

## Disclaimer

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Although every care has been taken to ensure that the information contained within this document is accurate, there may be changes to this programme and provision. We will endeavour to keep prospective and current students updated where appropriate and when the information becomes available.