

APPRENTICESHIPS FOR OPERATIONS MANAGERS



Apprenticeships for Operations Managers

Operational or Departmental managers are responsible for providing strategic and personal leadership, communicating a vision and reinforcing the values and expectations of their organisations. Our apprenticeship programme provides an ideal environment for leaders to learn from each other, access current leadership thinking and challenge themselves by delivering initiatives, improvements and projects that make a difference to their team's performance.

Our approach to delivering apprenticeships

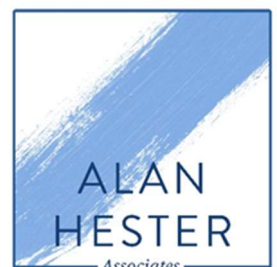
Learning is at the heart of our apprenticeships with an emphasis on practical, interactive training delivery that recognises different learning styles, levels of experience and personal ambitions. We back up our training workshops with 1:1 coaching and support, proactive solutions-based mentoring and excellent communications with line managers, senior managers and learners.

This is a vocational learning programme, and offers many ways to learn, including:

- **Training sessions** delivered by a subject expert
- **1:1 coaching and mentoring** sessions to help you to keep on track
- **Written assignments** with feedback and guidance
- Recorded **professional discussions** and **Q & A sessions**
- Expert **witness testimony** from your managers and other colleagues
- **Observation** of certain aspects of your performance, for example chairing meetings
- Reviewing **work products** such as reports, action plans, minutes, appraisals or other records

What you get

A series of **monthly workshops** covering all the skills and knowledge you need to be a successful and confident leader, including **Managing Yourself**, Emotional Intelligence, **Managing Supervision, Coaching and Professional Development**, Interpersonal Excellence – Managing People and Developing Relationships, **Conflict Handling and Assertiveness**, Project Management, **Organisational Performance – Delivering Results**, Managing to Improve Performance, **Leadership skills and behaviours**, Problem Solving and Decision Making, **Leading a Team to achieve a Complex Activity**. We also offer regular 1:1 coaching and assessment sessions either online or in person, learning materials, reading lists and a free copy of our best-selling book for managers and leaders, *Management Starts with You*.



The Apprenticeship for Operations/Departmental Managers

For individuals, apprenticeships are a great way of adding to your professional knowledge and improving your performance and impact at work. For employers, we will work with you to design and deliver a learning experience that makes a positive difference to your business in terms of staff development, succession planning and enhanced impact for your colleagues and clients.

This apprenticeship is a comprehensive programme at Level 5 and is built around an **apprenticeship standard**. Standards are a set of criteria which set out the SKILLS, KNOWLEDGE and BEHAVIOURS you will need to demonstrate to be considered a professional in your role.

To achieve your apprenticeship you will produce a portfolio of evidence, which you will compile during your time on programme. This is made up of a mixture of work products, observations, assignments, personal reflections and feedback. At the end of the apprenticeship, your portfolio will be submitted to an external organisation – we use the Institute of Leadership & Management (ILM) - who will discuss this with you in a meeting towards the end of the programme. This process is called End Point Assessment and consists of a formal discussion with one of their independent assessors.

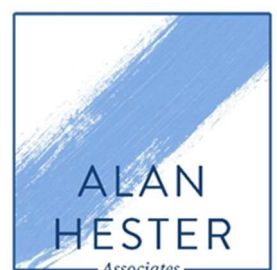
As part of End Point Assessment (EPA) you will make a short presentation on an aspect of leadership, and the independent assessor will then ask you some follow-up questions. We will prepare you for both parts of EPA in advance, so you will know exactly what to expect and what is expected of you. On successfully completing EPA you will achieve either a Pass or Distinction.

You will also undertake and complete Maths and English qualifications at Level 2 OR submit certificates if you have already achieved the required grades in these subjects.

Your commitment

Your commitment as an employer is to register with the National Apprenticeship Service (if you have not already done so) and reserve funding. Then, all you need to do is to work with us to ensure your learners get the most out of the programme. **Individual learners need to be motivated** to complete a minimum one-year programme and commit to attending all workshops and completing coursework set by the trainer to agreed deadlines. Please note this is a nationally recognised professional leadership qualification, so you will need to be able to spend time writing assignments, reflecting on your practice, gathering evidence from your role at work and taking part in regular 1:1 discussions throughout.

About us



Alan Hester Associates Limited is a member of the national Register of Apprenticeship Training Providers. We are here to provide you with high quality training and support to give you the best chance of a positive experience and a good result.

If you are a large employer we will work with you to make the best use of your Apprenticeship Levy. If you are a smaller organisation we will help you to reserve funding through the government's National Apprenticeship Service.

Staff of any age and in any role can benefit from an apprenticeship. Contact us for an informal chat about developing your team leaders and managers through apprenticeships.

Learner feedback:

"I just wanted to say a big thank you for your support and guidance throughout my management course. I found our workshops hugely beneficial for both my management development and personal development – I doubt I would have gone for a promotion without it! The learnings from it have been invaluable and I have really appreciated your wisdom and advice as well and I wouldn't have wanted anyone else to have taught us"

"Great sessions with Alan, interactive and interesting!"

"A lot of thought has gone into ensuring we get the most out of the training and it supports us in our development. It's also been extremely helpful as I've transitioned into a new management role. There is no comparison to my previous apprenticeship provider"

Key contacts

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