

LEVEL 5 OPERATIONS MANAGER APPRENTICESHIP

Information for prospective learners

Eliesha's programme for the Level 5 Operations Manager Apprenticeship is a rewarding and engaging learning journey that will equip you with the knowledge, skills and behaviours that you need to manage and lead with confidence and competence.

SUPPORTIVE

Your learning will be comprehensively supported by an online Learning Management System (LMS), your dedicated and experienced Programme Tutor/Coach (PTC) and a rich library of learning resources, as well as Eliesha's expert support team.

PRACTICAL

The informative, blended learning content covered in your workshops will always take the form of practical tools, methods and models that can be immediately transferred to your workplace and bring about positive changes to your day-to-day actions and decisions.

FLEXIBLE

Eliesha's programme is carefully designed to complement your professional responsibilities, not compete with them. This means that – outside of scheduled workshops - learning is on-hand to be accessed whenever is convenient and wherever is most effective



ABOUT ELIESHA

Eliesha has more than 20 years' experience delivering impactful management and leadership training solutions. Every member of our team, from senior leadership to training delivery, is passionate about providing a supportive, enriching learning experience for our apprentices.

We envision all of our apprentices developing not just skills and knowledge, but also the self-belief and confidence to make a real contribution to the success of their organisation.

Our experience of developing managers and leaders – from supervisors to senior executives – helps us to develop and sustain fulfilling careers in management for our apprentices, regardless of the industry they work in.



The main delivery method for your learning will be engaging and interactive virtual and/or face-to-face workshops, scheduled every 5-6 weeks. The programme is divided into 10 modules, each centred around one workshop. You will prepare for workshops with online learning via the LMS and reflective tasks like questionnaires, and each module includes knowledge and skills tasks to complete after the session.

WORKSHOP DELIVERY: 15 EVENTS

- 2x ½ day Induction Sessions
- 8x Full-day Workshops (every 5-6 weeks)
- 4x Tutor-led Action Learning Sets
- 1x Gateway Preparation Day

INDIVIDUAL LEARNING SUPPORT

- Programme Tutor/Coach provides:
 - 1-2-1 coaching
 - Constructive feedback on assessed tasks
- Tutor Support Days include:
 - Portfolio progress review
 - Completion guidance for Time & CPD logs
 - Support/discussion around areas of concern
 - 1-2-1 support from PTC
- Eliesha's Team provides:
 - Programme support & guidance
 - Systems support

ONLINE LEARNING

- Engaging learning in a collaborative virtual environment
- Individual login to unique course on LMS
- Access to *pearls of wisdom*® videos and *e.micro-toolkit* clusters
- E-Portfolio system enabling easy evidence of progress against learning outcomes
- Access to rich collection of relevant learning resources including diagnostics, podcasts, journals and CMI's learning library - ManagementDirect

FORMAT & SUPPORT

STRUCTURE

ASSESSMENT METHODS

Varying based on your working environment, these include:

- Scenario-based Exercises
- CPD Logs/Personal Development Plans
- Completion of *e.micro-toolkits*
 - Presentations
- Workplace Evidence
- Professional Discussions
 - Presentations



ADDED VALUE

WHO IS THIS FOR?

This programme is suited for anyone with current management responsibilities who aspires to manage teams and/or projects in the context of achieving operational goals, with an eye on organisational strategy. You will be an ambitious manager with a strong commitment to your own professional development and a desire to broaden your skill set.

WHAT ARE THE MATHS AND ENGLISH REQUIREMENTS?

Aligned with ESFA/Ofsted guidelines, all new apprentices are asked to provide qualification evidence (e.g. GCSE certificates) at enrolment and complete basic Maths and English skills assessments. Informed by both this evidence and assessment results, an appropriate functional skills learning journey is mapped out. For some, this may mean registration with NCFE, access to their SkillsForward learning platform and, with support from a specialist tutor including mock exams, the successful completion of new Functional Skills qualifications, as appropriate.

LINE MANAGER ENGAGEMENT

We know that involving line managers with apprenticeship programmes has a very positive effect on development dialogue, workflow planning and level of employer support. We engage line managers from day one of our programmes, starting with their invitation to the induction sessions, making them an active participant in your development journey.

INTUITIVE SYSTEMS

Eliesha's chosen E-Portfolio system and proprietary Learning Management System (LMS) provide rich dashboards from which you can keep on top of your progress, easily access your learning, communicate with your fellow apprentices, get support from the Eliesha team and seamlessly manage your portfolio of evidence.

QUALIFICATION

The *CMI Level 5 Certificate in Management & Leadership* you will achieve alongside your Apprenticeship provides recognition of your competencies from an internationally-respected industry body. Your CMI studying membership also gives you access to a wealth of support, including their *ManagementDirect* online resource portal, and enables you to apply for either *Foundation Chartered Manager (fCMgr)* status or full *Chartered Manager* status, depending on your amount of management experience.

WHAT IS THE '20% OFF-THE-JOB' REQUIREMENT?

You will account for around half of this with directed learning such as workshop sessions, online learning and knowledge or skills-based assignments. The remainder is made up of time spent putting your new learning into practice in your workplace, which might be planning and delivering briefings, giving/receiving feedback or setting and communicating objectives. You will receive lots of guidance and support on how to demonstrate and account for these activities.

WHAT IS THE FINAL ASSESSMENT PROCESS?

This is called End Point Assessment (EPA) and involves:

- a) a professional discussion underpinned by a 'portfolio of evidence' built over the course of the programme, and
- b) a project proposal report and presentation (with Q&A). We include EPA preparation throughout our programme, including a 'Gateway' process to ensure confidence and readiness.

WHAT WILL I ACHIEVE?

As well as the Level 5 Operations Manager Apprenticeship, you will achieve a CMI Level 5 Certificate in Management & Leadership.

HOW LONG DOES IT TAKE?

This programme typically runs for **20 - 24 months** including Gateway and End Point Assessment.

FREQUENTLY ASKED QUESTIONS

TESTIMONIALS AND FEEDBACK

RE: PERSONAL DEVELOPMENT & ACHIEVEMENT

"Their biggest growth points within the programme so far have been in their confidence. They are enjoying the course and are also able to apply this learning to practice, for example, in better leading the team through current challenging times, budget management and tackling problems. For example, they have utilised the finance module whilst planning future consultations and in budget decision making." - **Apprentice's Line Manager, Probation Services**

"They have really grown in confidence and a year ago I couldn't even imagine them applying for a job like that - so they could see the difference... Something great had happened in the course of that year to improve their confidence. Management could see the difference... the positive difference in management style between them and the previous manager." - **Apprentice's Line Manager, University**

"I have good opportunity to observe them in the workplace, largely in management meetings but also via their improving oral and written communication ... they continue to display excellent attributes and skills in relation to increased professionalism, agility, inclusivity and responsibility." - **Apprentice's Line Manager, Probation Services**

RE: LEARNING EXPERIENCE

"I really enjoy the taught elements of the programme and the camaraderie we have ... it feels such a secure learning environment which allows everyone to be open and to speak up." - **Management Apprentice, Engineering**

"This has been a fantastic opportunity to undertake this apprenticeship. It has given an insight into how management and operational decisions are made but also factors to be aware of when I am supervising staff." - **Management Apprentice - University**

RE: SUPPORT & GUIDANCE

"The quality of the support that I have received from the Eliesha team has been second to none." - **Management Apprentice, Utilities**

"The support and commitment have been great, I feel I can contact [the Programme Tutor/Coach] for help whenever I may need it."
- **Management Apprentice, University**

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