

Level 5 Operations Manager Apprenticeship Programme

BCM Global

We spoke to Christian Disney about his experience on his Level 5 Operations Manager Apprenticeship with Pearson TQ.



He talked about how his apprenticeship was an important growth opportunity for him, and how blending work with learning has been an enriching experience.

Christian works at BCM Global as a BiFD (Borrowers in Financial Difficulty) Servicing Manager. ►

About the apprenticeship

The Level 5 Operations Manager Apprenticeship is designed for managers in operations or department manager roles, leading teams or projects. The course delivers a professional pathway for future development with Chartered Manager status.

→ Find out more about
this apprenticeship



Please describe your apprenticeship experience.

I would describe my apprenticeship as a journey. Very enlightening, enjoyable and beneficial for me and my role. It has been a journey of self-development, not only within my work but also in my personal life.

How has your apprenticeship training helped build your skills?

It has helped me learn theories that I might not have been exposed to without going through the apprenticeship. It has also helped me implement the theories and report back on how these are impacting myself, my direct reports and colleagues, and my business in general.

How did your line manager/mentor support you during your apprenticeship?

I'm extremely lucky that I have a very supportive coach in Jenny and that my line manager has given me the freedom to work through my apprenticeship. They both check in with me, help me with any questions and keep me on track with my workloads.

How has your apprenticeship helped you adapt and grow?

I have grown lots within the 12 months I have been on the apprenticeship. It has helped with my self-awareness and the impact I have on others and made me very reflective of the actions I am taking which then helps me make any changes and grow. Some of the information has been new to me which has put me out of my comfort zone, but looking back this has been extremely helpful as it has made me grow and increase my comfort zone month on month.

What was the most enjoyable part of the apprenticeship for you?

I love the challenge of learning new theories and implementing these after each module. I do enjoy the day training sessions with my skills coach as I get to network and interact with people who are on the same apprenticeship but in completely different roles and with different experiences which gives me a wider insight into how people are implementing their skills into their own profession.

What progression opportunities do you have now because of your apprenticeship training?

Since starting the apprenticeship I was promoted from a team leader to essentially an operations manager which is the apprenticeship I am working towards. I will also now (once I complete my course) have the skills to progress further within my company as I will be more of an all-rounder with all the theories and knowledge I would have/already have accumulated. ▶





How well prepared for your EPA do you feel?

I still have some modules to go through, but with the way the apprenticeship is designed and the modules I've completed so far I do feel confident for my end point assessment. This is because you have time to implement and learn the skills you are going through in the different modules.

How did you balance studying an apprenticeship and working? What tips would you have for other apprentices?

It can be a challenge at times, but I block out time each week (following agreement with my manager) and try to stick to this as much as possible. I also have a great skills coach who will help and direct me on the priorities and break modules down into bite size chunks to ensure I don't fall behind.

Would you consider recommending apprenticeships to others?

10,000% I would recommend for anyone who is wanting to develop and progress within their role and without having to balance the time outside of work. It is hard work at times but is definitely worth it for all of the opportunities that have come from doing the course.

Do you have any other advice or experiences to share?

If you are looking to develop within your current role or to help move onto your next, the apprenticeships are a very enjoyable way of doing this. I could've done a different qualification that may have taken time outside of work, but the apprenticeship for me helps keep my work life balance whilst still developing, learning and growing within my role and adding value to my team, company and anyone I interact with. ■

If you'd like to find out more about our apprenticeship programmes, please get in touch.

→ Get in touch