



Level 5

Operations/Departmental Manager Apprenticeship

Develop your career, connect with peers, grow as a leader



Operations/Departmental Manager Apprenticeship

Your NHS Trust is partnering with Pearson TQ to deliver a unique leadership development opportunity, where you can gain a nationally-recognised apprenticeship and an accredited qualification as part of your studies, to support your career progression.

This contextualised programme of learning is workplace relevant and incorporates your Trust's strategy, business practices, policies and procedures.

It has been designed to align with your Trust's values, and therefore you can be assured that the training you receive is relevant to your job and you will gain the skills you need to progress in your career within your organisation, taking your guided learning journey to achieve full Chartered Manager (CMgr) status.

How does becoming a Chartered Manager impact individuals?



91%
say that their self-awareness has increased.



81%
say that their management skills have improved.



88%
say that their self-confidence has increased.



76%
say it provides the 'ultimate competitive advantage'.

(Source: CMI, 2023)



78%

say that since becoming a Chartered Manager, they have had a positive impact on the wider team in their organisation.



(Source: CMI, 2023)

“ I am really enjoying my Apprenticeship, meeting other colleagues that are on the Apprenticeship in our classroom sessions and having that independent time to kind of go away, do our own coursework and then meet again.

NHS Apprentice, 2023



“ As a lab manager, the apprenticeship has definitely already given me more confidence to start managing people. I've already booked one to ones with all the staff, started to restructure the team and I have started to delegate a bit of the work too.

NHS Apprentice, 2023



“ A lot of the early modules that we've done around emotional intelligence and the importance of trust in leadership have helped me to gain a new appreciation of the underlying skills that are helpful to have as a manager and to think about other things that I can draw out to help myself in future management positions.

NHS Apprentice, 2022



“ I've definitely been using a lot more management and coaching techniques when I've been working with my trainees and thinking about how we can help them with their development.

NHS Apprentice, 2022



“ The apprenticeship has helped me to meet different people - even though we are from the same organisation, we are from a variety of departments that work in different ways. Getting that feel of how other departments are working and how other people are thinking is really helpful.

NHS Apprentice, 2023



Why should I apply?

Personal development opportunity that is structured, bespoke and relevant for leaders and managers within the NHS, delivering a professional pathway to full Chartered Manager status.

Opportunity to build relationships and connections with peers and stakeholders across the healthcare sector and gain a broader view of the NHS.

Challenging and rewarding experience which enables you to put management theory into practice.

Increased job satisfaction - resulting in you feeling empowered to turn your success into consistent team success, and to champion compassionate care for patients and their families.

Develop coaching skills to enable you to grow as a leader and unlock your full potential to advance care for service users and carers in the local community.

Increase your confidence as a leader - shape and guide individuals to build solid lasting relationships across the Trust, creating a positive work environment, making life better together.

87%

of apprentices achieve a Distinction in their EPA

[Pearson TQ]

100%

first time pass rate at End Point Assessment

[Pearson TQ]



Programme overview

Operations/Departmental Manager Apprenticeship

Who is the programme for?

Suitable for managers in operations/ department manager roles, leading or managing a team or projects and responsible for achieving operational or departmental goals and objectives as part of their organisation's strategy.

Example occupations

Ward Manager, Team Leader, Admin Team Leader, Deputy Ward Manager, Unit Manager, Principal Pharmacy Technician, Clinical Nurse Practitioner, Interim Service Lead.

Key responsibilities

Creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

Programme level

5

End Point Assessment Organisation (EPAO)



Chartered Management Institute (CMI).

Programme length

25 - 28 months (including EPA).

Independent learning

3 - 4 hours per week.

Off-the-job training

6 hours per week, as part of your contracted work hours.

Entry requirements

All apprentices must achieve Level 2 English and mathematics, or hold the equivalent qualifications, prior to taking End Point Assessment.

NHS Leadership Academy

Embedded within our programme is the prestigious **Mary Seacole** leadership programme.

What will you gain?

- Level 5 Operations/Departmental Manager Apprenticeship Standard
- CMI Level 5 qualification in Management & Leadership
- Full member of CMI. Apprentices with 3+ years of management experience can apply for CMI Chartered Manager (CMgr) status.

Progression

- Level 6 Chartered Manager (Degree) Apprenticeship
- Level 7 Senior Leader Apprenticeship.

This programme offers the following resources to ensure your success:

- A dedicated Pearson TQ Skills Coach to keep you on track and provide support.
- Professional membership of CMI with access to CMI Management Direct online management resource and learning portal, providing access to mentoring from experienced leaders, events and webinars, and other online learning support.
- Industry experts to support you and ensure you get the most out of your studies.
- Guidance and feedback to ensure successful submissions of programme assessments.
- Career services and coaching to help you achieve and exceed your career goals.



How will I learn?

This programme includes a variety of delivery, support and assessment methods:

- Dedicated Pearson TQ Skills Coach to guide you through your learning journey
- Regular one-to-one Pearson TQ Skills Coach check-ins and progress reviews (every 10-12 weeks)
- In-person and online interactive workshops
- Pre-workshop activity and research packs
- Webinars (TED Talks)
- One-to-one mentoring
- Simulated exercises and role play
- Group Action Learning Sets
- Peer network to share ideas
- E-portfolio (OneFile) and e-learning
- Digital apprentice handbook
- Encourage job shadowing
- Signposting to relevant in-house practical/ skills training
- Work-based project and assignments
- Presentation and professional discussion.

What will I learn?

Self Awareness

- Reflective practice
- Learning styles and the Learning Cycle
- Continuous personal and professional development
- Personality and behavioural styles
- Communication
- SWOT analysis.

Leading People

- Management and leadership techniques, theories and styles
- Organisational culture, values and ethics
- Organisational structures
- Neurodiversity
- Inclusivity and unconscious bias
- Delegation
- Time Management.

Managing Teams


- Building and managing high performing teams
- Managing virtual teams
- Building trust across teams
- Team dynamics
- Performance management
- Motivational techniques and theories
- Coaching
- Managing conflict
- Talent building and recruitment.

Operational Planning and Management

- Operational and strategic planning
- Creating operational plans and delivering KPIs
- Business development tools
- Managing change
- Problem solving and decision making techniques
- Stakeholder engagement and communication.

Project Management

- Planning and managing projects
- Risk management
- Contingency planning
- Frameworks and models such as Critical Path Analysis
- Financial and management accounting
- Budgeting and forecasting
- Work-based project.



100%
of NHS apprentices understand how the classroom sessions are positively impacting their development as a manager.

“ I find the classroom sessions really helpful with doing the research activity packs which then helps doing the assignments. I've learnt things that I wasn't aware of before – the theory side of things for example, and so I know how to put that into practice and my confidence has grown. I am currently working towards a management role and have learned a lot which will help me once I've finished the apprenticeship. ”

NHS Apprentice, 2022

Quality of training delivery

Pearson TQ, your trusted delivery partner, is one of the UK's leading training providers, qualifying over 4,300 apprentices last year. They are passionate about helping to equip apprentices with the skills they need to enhance their employability prospects and to succeed in the changing world of work.

“ During her progress review today, Nicola explained that her team is the highest performing team in her service and is now seen as the gold standard for all other teams! This change has occurred over the last 12 months and both Nicola and her line manager stated that they felt that the Apprenticeship programme has been instrumental over the past six months in supporting this change. ”
NHS Trust, 2022

“ [Pearson TQ's] leaders and managers are highly ambitious for their apprentices. They ensure that the training apprentices receive includes additional qualifications beyond the requirements of the apprenticeship. ”
Ofsted Report, 2022

“ [Apprentices] benefit greatly from a well-planned curriculum and the effective teaching support they get from their coaches. As a result, apprentices have positive attitudes to learning and are highly motivated to succeed in their training and at work. ”
Ofsted Report, 2022

“ Apprentices quickly develop the knowledge, skills and behaviours that are essential for managing their work and leading their teams effectively. Consequently, they improve their performance and make valuable contributions to their organisations ... A high number of apprentices are promoted during their apprenticeship. ”
Ofsted Report, 2022

“ [Pearson TQ] has developed a curriculum which is specific to the employers' needs and well aligned to employers' leadership and management development strategies. ”
Ofsted Report, 2022

Pearson TQ is listed on the Register of Apprenticeship Training Providers (RoATP) as a main provider

Ofsted graded 'Good' in November 2022

Quality Management ISO:9001

Investors in People Gold Award

Cyber Essential Plus certified

Defence Employer Recognition Scheme (Silver)

Pearson is listed in Stonewall's top 30 employers for 2023

Pearson received a top score of 100% on the Disability Equality Index®

Pearson TQ is an approved CMI centre:



Shortlisted for the CMI Partner Awards 'Outstanding Training Provider of the Year 2022'

One of their apprentices won Highly Commended CMI 'Outstanding Apprentice of the Year 2022' Award.

Key partners



Pearson TQ is assured by



Pearson TQ programmes are accredited by



Find out more

Visit our website for case studies and more information about our Apprenticeship programmes:

www.pearson.tq.com

Have further questions or need additional support? Contact Pearson TQ for more information:

tqenquiries@pearson.com

Association of Apprentices

Pearson TQ has partnered with the Association of Apprentices (AoA), a national, not-for-profit membership organisation which helps apprentices to connect, learn and fulfil their potential.

Apprentices can join the community, share experiences, communicate with people in similar situations, participate in specially curated events, and get support with everything from work skills to wellbeing.

Through our partnership, apprentices are eligible for free AoA membership with access to a bespoke social and professional networking platform that allows apprentices to unite with peers in a dedicated, inclusive virtual community and have access to thousands of resources to support apprentices work and life skills development.

