

OPERATIONS MANAGER

This training programme, designed for the business professions sector, prepares operations managers to lead teams, oversee projects, and align operations with strategic goals. They drive success by fostering relationships, planning resources, and ensuring compliance with ethical, sustainable, and legal standards. With a focus on adaptability, they navigate diverse environments to support organisational objectives effectively.

Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

The programme in brief

- Level 5
- Duration - 19 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Learners aged 16–18 must achieve maths and English at Level 1 or 2, depending on the standard, unless exempt
- Adults can complete Functional Skills alongside their apprenticeship, as individually agreed on a case-by-case basis
- End-Point Assessment



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The learner journey

1. 19 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development.

From 1 August 2025, apprentices must complete at least 187 hours of off-the-job (OTJ) training over a minimum of 8 months, with some standards requiring more for those without prior learning. Learn more about [OTJ training hours](#).

2. Gateway – After the 19 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

How your employees will learn

Support is available to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

The learners End-Point Assessment will be facilitated through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

Take a look at our full [Apprenticeship Offer](#)

What your employees will learn

Knowledge:

Presentation techniques and communication methods; regulation, legislation, and organisational impacts; equity, diversity, and inclusion policies; people management approaches like recruitment and resource planning; IT tools for organisational needs; data analysis for decision-making; financial and budget management; managing organisational improvements and stakeholder priorities; sector trends and impacts; problem-solving, decision-making, and negotiation; conflict resolution, ethics-based leadership, and change management; business continuity, sustainability practices, coaching, and strategic alignment with goals.

Skills:

Communicate and present information to stakeholders; identify problems and provide solutions; set goals for individuals and teams; analyse performance data for improvement; manage projects within budget and resources. Lead teams to promote equity, diversity, and wellbeing; motivate through coaching and collaboration; use digital tools to monitor performance and budgets. Research and analyse information to inform business plans, evaluate outcomes, and implement policies. Manage continuous improvement, business continuity plans, and adapt to external factors. Influence stakeholders, deliver sustainable services, and facilitate team development. Coach, mentor, and develop operational plans aligned with strategy.

Behaviours:

Acts with professionalism, ethics, and integrity; supports an inclusive culture, treating others fairly and with respect. Takes accountability for tasks and workload, seeks continuous learning opportunities for self and the team, and adapts flexibly to changing circumstances. Collaborates effectively with colleagues and stakeholders across the organisation.

For more information visit: [Skills England](#)