

LEVEL 5



# OPERATIONS MANAGER

An apprenticeship designed to train the future leaders within your business.



@ntgtraining

# COURSE OVERVIEW

The Operations Manager Apprenticeship Training Course has been designed for learners who currently manage teams and/or projects and are looking to develop their managerial skills in their current role.

Many employers who work with use utilise this course to identify and train the future leaders within their business, nurturing their current leadership strengths while also honing their skills with an underpinning of management and strategic business theory.

## Who Can Enrol On This Course?

This course is available to those who have not already completed a similar Operations Manager qualification. The course is best suited for those who already manage, or who are about to take on managing a team of people.

- Be aged 16 or over (although please note this is an advanced course.)
- Have a good grasp of Maths and English, ideally to a Level 2 standard.
- Be already in, or taking on, a leadership role or have key responsibilities in this area, as part of their day-to-day duties.

You may use this apprenticeship to train a new member of staff, or an existing employee.



## KEY LEARNING OBJECTIVES

Once learners have completed this course, they will have a strong working understanding of:



How to perform leadership and management duties with teams and senior managers to ensure that teams fulfil their roles and meet organisational goals.



How to ensure the smooth functioning of all departments within an organisation and ensure that their functions are administered and maintained in accordance with legislation and the organisation's policies and procedures.



How to interact with colleagues from various internal departments, including operations, human resources, finance, legal, IT, sales and marketing, and project groups, as well as external stakeholders.



How to be accountable for developing team members, managing projects, planning and reviewing workloads and resources, delivering operational plans and resolving problems.

### QUALIFICATION

Level 5 Operations Manager

### DURATION

18 Months



# TOPICS OF STUDY

## During This Course, Learners Will...

- » Provide leadership and people management.
- » Keep up to date with IT and digital interventions such as Artificial Intelligence (AI) and software that can be used in their sector.
- » Analyse, interpret and cascade data to enable tracking, trend analysis and metric reporting to enable decision making for managing objectives and targets.
- » Manage and influence activities and projects within budget and resources to deliver change and continuous improvement.
- » Collaborate with and manage stakeholder relationships.
- » Lead the creation and implementation of their resource plans considering future organisation needs and impact on change requirements.
- » Interpret and comply with relevant legislation and regulation and the impact on their organisation.
- » Lead and manage the team to ensure the application of equity, diversity, and inclusion principles.
- » Lead the team and individual training needs and support continuous professional development.
- » Communicate complex information to build understanding and drive team and organisational performance.



# TOPICS OF STUDY

- » Manage activities which drive the organisation's sustainability goals.
- » Build and manage internal relationships and collaborate with colleagues to enable cross-team working.
- » Lead and respond to risk management, assessing the opportunities which could affect individual and team performance, and finding solutions that meet their needs.
- » Develop and implement their operational plan that aligns with the strategic direction of the organisation.



## IS THIS COURSE RIGHT FOR YOU?

Why not check out the wide range of courses we offer at NTG Training:

Business Administration  
Apprenticeship Level 3

Team Leader / Supervisor  
Level 3

# COURSE FUNDING

The overall value of this training is £9,000, however at NTG Training we can access apprenticeship funding from the government meaning most businesses will only pay 5% of the training fees at:

£450



## 95% Funding From The Government

All businesses that do not pay the Apprenticeships Levy will only need to pay 5% of the total training fees. We call this an 'Employer Contribution'.



## 100% Funding for Enrolling Apprentices Aged 16 to 21

If your apprentice is 16 - 21 years old and your business has a payroll bill of less than £3 million, the government will fund your apprenticeship training 100%



## Have a Payroll Bill Over £3mil? Access Your Apprenticeships Levy Pot

Businesses who operate with a payroll bill over £3 Million are required to pay a levy which allocates funds to a pot for apprenticeship training. Ask us for more advice on utilising this.





# WHY CHOOSE NTG TRAINING?



We believe “those who CAN, teach” – all of our tutors have years of real-world industry experience within their fields and are still actively passionate about their sectors.



We know that innovation and change are the accelerators of success, so unlike other providers we constantly adapt our teaching to cover new and emerging technology, skills, thought leadership and best practice.



Employers and learners alike love our friendly and expert tutors, who know how to adapt their teaching for each individual, in order to help them to achieve their maximum potential.



We always keep your business goals at the heart of our training plans. Every apprenticeship project is adapted and designed to actively, positively impact your business during your apprentice’s study.



01244 678100



[www.ntgtraining.co.uk](http://www.ntgtraining.co.uk)



[info@ntgtraining.co.uk](mailto:info@ntgtraining.co.uk)



@ntgtraining



**NTG**  
TRAINING