

FAQs

Level 5 Operations/Departmental Manager Apprenticeship

Who are Raise the Bar?

Formed in 2004, [Raise the Bar](#) have established themselves as one of the leading learning and development companies in the UK and Internationally. They are an approved apprenticeship provider, delivering quality programmes that focus on providing the best learner experience and tangible performance improvements for the organisation and individual. With access to over 700 high profile thought leaders and the best consultants available they embrace modern, fresh and engaging approaches to developing people and teams with digital learning technologies as a key feature of the Raise the Bar experience.

What is an Apprenticeship?

Traditional preconceptions that Apprentices can only be entry-level school leavers or labour-intensive workers are evolving. With the employer-led redesign of Apprenticeship standards, Apprenticeships are more highly valued training and education routes, which emphasise quality, knowledge and practical skills. In essence, the term 'Apprenticeship' is just a word; it is really a highly intensive training and qualification opportunity with a combination of on the job and a minimum of 20% off the job training.

What topics are covered?

Topics covered include:

- Induction
- Leading people
- Self-awareness and management of self
- Communication and problem solving
- Building relationships
- Managing people
- Operational management
- Project management
- Finance

Who is the programme aimed at?

The programme is aimed at managers and senior managers who have a desire to learn and for those who are aspiring to move into management positions. You must be able to demonstrate new leadership and management capabilities in order to complete the programme.

How is the course delivered?

It is delivered through 300 hours of guided learning and resources including:

- 'Brilliant Minds +' Digital Conference Launch and Induction Webinars
- 8 brain friendly workshops (12 delivery days) delivered by industry experts, 4 of which are based on bespoke client work-based projects
- 'Membrane' Thought Leader Webinar series
- 'Amplify' –Thought Leaders Podcast
- 'Brilliant Minds' -Thought Leader Case Studies
- 'The Knowledge' –Learning Journal
- 'The Intelligence' -Raise the Bar learning mobile app
- Expert management facilitators and dedicated personal coach for every learner

How long is the qualification period?

19 months including the End Point Assessment.

What support will I receive?

Your Coach will guide and support you through your journey with monthly Skype calls and quarterly reviews with your line manager. They are always on the end of the phone or email should you have any questions. Your line manager will support you in gaining the 20% off the job training through shadowing, mentoring, employer training and allowing you time to work on your assessments. You will get access to a wide range of additional resources on the app to suit all learning styles. Throughout the programme you will be working towards your readiness for the end point assessment which you will sit at the end of your programme to assess the knowledge, skills and behaviours that you have learnt. You won't do the assessment until you, your line manager and your Coach agree you are ready to complete it.

What are the benefits of joining the programme?

There has never been a better time to gain skills that will give you the edge and to widen your opportunities for career advancement. Government research shows that 83% of Apprentices say their Apprenticeship boosted their career prospects. You will gain a wide mix of learning in the workplace, formal off the job training and the opportunity to practice new skills in your workplace. Following the successful completion of the end point assessment you will receive a Level 5 Operations/ Departmental Manager Apprenticeship certificate, and an Approved Certificate from the Institute for Leadership and Management which certifies that the programme aligns with their professional standards.

What's my commitment?

You must be committed to actively engage and participate in the full programme. Prior to embarking on the journey, you will have the opportunity for a one to one discussion with your Coach where all aspects will be explained, your suitability will be assessed, and a learning agreement will be created. Throughout the programme, you will attend all workshops and complete all learning activities, submitting work on time through the e-portfolio system and having regular dialogue with your Coach. This will support you in your goal to complete the programme by the agreed end date.

Do I need to change my job title or contract when I start?

No. You will be asked to complete the Expression of Interest form. You will also need to sign an Apprenticeship Agreement and a Commitment Statement which will be signed by yourself, your line manager and Raise the Bar.

What if I have any learning needs?

That's fine. Just tick the additional learning needs box when completing the Expression of Interest. We will then contact you to chat through the support available.

What is the eligibility criteria?

To be eligible to complete the ILM Level 5 Operations/Departmental Manager Apprenticeship you must be:

- In a management position or aspiring to be a manager;
- Not currently registered for, or completing another qualification; for example:
 - » ILM L3 Leadership and Management;
 - » ILM L5 Coaching and Mentoring;
 - » Degree Apprenticeship;
 - » Other external qualifications.
- Ideally, you will have completed the ILM Level 3 Leadership and Management qualification, although this is not compulsory.
- A permanent member of staff at Aston and signed off probation.

Please note all candidates are approved subject to an interview with Organisational Development and with their line manager's approval.

When does the programme start and how do I apply?

If you would like to take advantage of this development opportunity, please contact Organisational Development . You will need to complete an Expression of Interest (EOI) and your eligibility will be assessed based on Government requirements for enrolling on an apprenticeship.

What happens next?

All applications will be reviewed and the successful employees will be contacted. The enrolment process will then begin followed by 1:1 sessions with a dedicated coach, introduction webinars for apprentices and line managers and an introduction workshop.

Want to find out more before committing?

An induction session with opportunity to ask any questions will be scheduled in June – email Organisational Development if you would like to attend the session.

Resources

To find out more about 20% off the job and the government requirements visit our [Apprenticeship intranet page](#).