



Operations or Departmental Manager

Level 5 A-card



Meaningful apprenticeships and training with industry experts

Umbrella Training is a leading UK nationwide training and apprenticeship provider working with the hospitality and corporate sectors.

By working closely with progressive businesses, we develop **tailored training programmes** that create **meaningful impact**.

Founded in 2012 by Adele Oxberry FIH, we work with hotels, restaurants, foodservice businesses and many corporate services organisations across England. Since its inception, Umbrella Training has supported the recruitment, development and progression of more than 4,500 apprentices.



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Welcome to Umbrella Training and thank you for trusting us with, what we believe, is one of the most important elements of any organisation's people strategy.

Our business has always been built on the idea that, whatever we do, we need to provide real value and offer a meaningful impact. This doesn't just apply to our business partners but, more importantly, this impact needs to positively influence the lives of our apprentices and those going through any of our development programmes. Doing right by our apprentices and business partners isn't just a corporate mantra, it's actually why we exist.

We truly believe that the more we can support and engage people throughout their hospitality careers, the stronger we will be as a sector.

We look forward to working with you,

Adele

Adele C Oxberry FIH
Chief Executive of Umbrella Training

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PRINCESS ROYAL
TRAINING AWARD
2020



Operations or Departmental Manager

Level 5 Apprenticeship

An operations or departmental manager is someone who manages teams and/or projects, and achieves operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. They are accountable to a more senior manager or business owner and ensure that everything runs smoothly from one day to another.

Operations or departmental manager's **maximize processes and procedures** while meeting customer expectations in terms of cost-effectiveness.

Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same.

Typical job titles:

- Operations manager
- Regional manager
- Divisional manager
- Department manager
- Specialist managers

Duties and responsibilities include:

- Creating and delivering operational plans
- Managing projects
- Leading and managing teams and stakeholders
- Coordinates activities that affect operational decisions and business requirements
- Financial and resource management
- Manages the growth and success of the team
- Communicates with all relevant employees to ensure delivery times are met
- Coaching and mentoring





Entry Requirements

There are no specific entry requirements to join this standard apart from the apprentice being in a role that allows them to be mentored on a regular basis in this relevant department.

How long will it take?

18 months, followed by up to **2 months assessment preparation (gateway)**, after which the apprentice will be expected to take their EPA (end-point assessment) and complete their apprenticeship.

How will it be assessed?

To achieve and complete this apprenticeship, the learner, together with their employer and the Umbrella Training's learning consultant, will assess the apprentice's readiness to complete and enter the gateway leading to the end-point assessment.

The end-point assessment is carried out by an independent end-point assessment organisation (EPAO) chosen by the employer.

Functional Skills

To complete the apprenticeship the apprentice must pass level 2 English and maths (or have the appropriate exemption certificate) before undertaking their end-point assessment.

Umbrella's Learning Consultants

Each apprentice will be assigned a learning consultant (LC) who will work with them on a 1-1 basis each month; the purpose is to coach, mentor and discuss progress.

In addition, the LC will conduct quarterly progress reviews with the apprentice and their employer/line manager/mentor, throughout the apprenticeship.

All our LCs are highly trained and experienced in their fields and specialist areas. Umbrella Training invests in our staff training, making sure they are up-to-date with current industry practices, Ofsted regulated learning and social issues and topics.

What you will learn and how it will be delivered

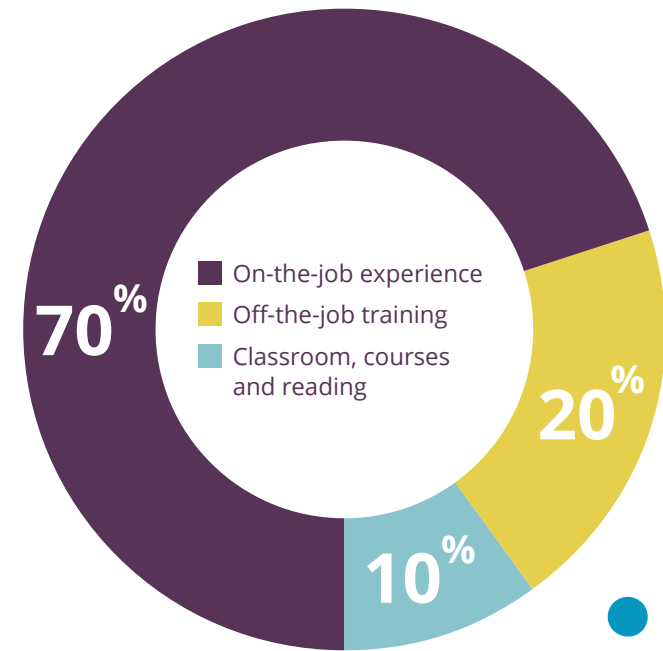
Umbrella Training delivers tailored and meaningful apprenticeships and training that build confidence, skills and job experiences most appropriate to the learner's role and an organisation's needs.

This benefits both the learner/apprentice and the business as you grow together to meet challenges and celebrate successes. We cover the full Operations or Departmental Manager standard, including any specialisms and additional learning or skills the employer might require.

As of August 2022, there are new ESFA baseline rules for off-the-job training. **The new guidelines state the off-the-job training baseline is equivalent to 6 hours per week (or 20% of 30 hours). This gives learners the time to undertake studies, activities, master-classes etc. during working hours.** This is for calculation purposes only; once calculated the programme can still be delivered flexibly. This does not dilute our existing requirement to provide all our learners the right level of training. The volume of training delivered will be guided by the initial assessment of the apprentice.



70:20:10 Learning Model



Helpful steps to determine whether an activity contributes towards the 'off-the-job training'



Knowledge you will acquire

Operational
management

Project
management

Finance

Leadership skills

Communication

Building
relationships

Skills you will develop

Strategic planning

Resource
planning,
organisation and
management

How to monitor
budgets and
provide reports

Identificaiton
and sharing good
practice

Managment
staff and their
performance

Building
trust and
collaboration
with your team

Behaviours you will enhance

Responsibility
and ownership

Inclusive
leadership

Flexibility
and creativity

Professionalism

Self-awareness

Being
organised,
positive and
adaptable

How it is delivered

Once a month off-the-job development days with industry professionals - online or face-to-face.

Activities to support learning and development of skills, knowledge and behaviour.

Apprenticeship clubs, workshops and events aimed to create business and peer networking.

Monthly 1-1 coaching support – online or face to face.

Professional discussions

Mock end-point assessment that helps you to prepare for the EPAO's qualification assessment.

Virtual learning environments

End-Point Assessment Operations or Departmental Manager

Level 5 Apprenticeship

At the very end of the apprenticeship, once all the on-programme development activities, including Functional Skills in English and maths, have been completed, apprentices must undertake an independent end-point assessment (EPA) which is a synoptic assessment of the knowledge, skills and behaviours that have been learnt throughout the apprenticeship.

EPA is graded and an apprenticeship certificate is awarded after EPA is successfully completed. The Umbrella Training learning consultant (LC) and employer/line manager will agree on the apprentice's readiness for EPA. The employer can choose their end-point assessment organisation (EPAO) and they do not have to opt for the EPAO recommended by their training provider.

Approved assessment organisations are registered on the register of end-point assessment organisations. To access the list and find an assessment organisation visit:

<https://www.gov.uk/guidance/register-of-end-point-assessment-organisations>

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...time spent on this learning journey is important to achieve positive changes in my own development and being a great leader...

Barbora Mikulastikova

Operations and Department Manager apprentice, MGallery Hotel

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Opportunities for Progression with Umbrella Training

There are many opportunities to keep growing and developing with Umbrella Training.

From Level 5 apprenticeships we can help apprentices continue to build confidence, skills and job experience that allow career progress and develop the best staff for their organisation.

The apprentice will have access to all our learning resources, support and clubs and all apprenticeships covered by Umbrella Training are taught using our 70-20-10 method of learning.

Operations or Departmental Manager Level 5

Level 5

Learning and Development Consultant / Business Partner
Level 5

HR Consultant Partner

(Including CIPD Associate Diploma in People Management)
Level 5

Level 5



Level 4



Level 3



Level 2





Get in touch...

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