



Level 5 Operations Leader

Offering an excellent pathway for individuals aspiring to advance their careers in management, this qualification provides comprehensive training and hands-on experience in overseeing operations or departments within various industries, equipping participants with the skills needed to excel in leadership roles. Individuals will develop expertise in strategic planning, resource management, team leadership, and organisational development. The course emphasizes critical thinking, problem-solving, and effective communication, empowering employees to drive efficiency, innovation, and success within their respective departments. Ideal for ambitious professionals seeking to enhance their managerial capabilities and make a significant impact within their company.

An Operations Leader will develop a vast range of proficiencies, including:

Knowledge Development

- Understanding operational management approaches and models
- Setting up and managing a project using relevant tools and techniques
- Understanding business finance including budgets and forecasting
- Managing and developing multiple teams
- Building relationships with partners, stakeholders and suppliers

Skills Enrichment

- Inputting into strategic planning and creating plans in line with organisational objectives
- Planning, organising and managing resources to deliver required outcomes
- Monitoring budgets and providing reports that consider financial implications
- Communicating organisational vision and goals to relevant teams
- Managing talent and performance through development and motivation

Functional Skills

Maths and English qualifications are an integral element of the apprenticeship standards.

These are implemented by Haddon Training's dedicated Functional Skills team and will be delivered either as individual or group sessions, depending on the learner's requirements. If the learner has completed Functional Skills previously or can provide suitable evidence, such as GCSE certificates or similar, they may be exempt from completing this element of the qualification.

Functional Skills	
Learners will need to complete:	
English	Level 2
Maths	Level 2

Qualification Overview

To achieve the Level 5 Operations Leader qualification, learners must complete:

- All mandatory modules.
- All core behaviours.
- The End Point Assessment, in which all components must be passed.

The apprenticeship is awarded through the successful completion of an End Point Assessment (EPA). This consists of:

- A professional discussion in which the learner is questioned on the knowledge learnt throughout the apprenticeship.
- A work-based project presented on the EPA day and supported by an interview.

The qualification will take a minimum of 18 months to complete, dependant on a learner's prior knowledge and skills recorded on a skill scan and individual learning plan.

Mandatory Modules Overview

Knowledge and skills outline
Setting KPIs and monitoring performance
Creating plans for sales and marketing
Managing budgets, making contingency plans
Motivating and leading multiple teams
Communicating effectively through every channel
Analysing data and producing reports
Nurturing talent within teams

Core Behaviours

Personal and employability skills
Takes responsibility
Has an inclusive approach
Is agile to the organisation's needs
Demonstrates professionalism

For an in-depth view of the knowledge, skills, behaviours for the Operations Leader apprenticeship, please visit: <https://tinyurl.com/OperationsLeaderLevel5>

*Please note employers will be assessed before the qualification commences to ensure that they can meet the requirements of any chosen pathway listed above. Please discuss your options further with our team to find out more.

Progression

If you are in a suitable role, you could progress on to further qualifications via professional bodies such as the Institute of Leadership and Management (ILM), which include::

- Level 6 Diploma Management
- Level 7 Management and Leadership
- Level 7 Strategic Management

