



Level 5

Operations/Departmental Manager

Talent Development Programme



Programme Overview

Welcome to FSTP’s Level 5 Operations/Departmental Manager programme.

We have designed and developed a unique programme using our experience and expertise within management and financial services.

In the 24-32 months it takes to complete the programme, participants will develop a thorough understanding of how to lead and manage in a financial services regulated environment through studying topics such as: building impactful relationships, leading and managing people, project delivery and operational management.

Our Operations/Departmental Manager programme combines outstanding face-to-face training, dedicated workplace coaching and on the job experience to enable a participant to develop the practical skills, knowledge and behaviours expected of a highly competent Operations /Departmental Manager whilst working towards a recognised professional qualification.

Awarding Body Partners



Standard	Operations/Departmental Manager
Qualification Level	5
Duration	Typically this programme will take 36 months to complete
Entry Requirements	<ul style="list-style-type: none"> You must hold 5 GCSEs (A* to C or 9 to 5) or equivalent. Have level 2 English and Maths and hold 48 UCAS points or equivalent. Have been a resident in the UK/EEA/EU for the last 3 years. Be able to meet the programme modules through your job role.

Programme Pathway

Below is a sample of career progression based on this apprenticeship.



Typical Job Roles

These are just a few examples of the typical job roles that would suit the level 5 Operations/Departmental Manager programme;



Professional Qualifications Available



The Chartered Management Institute

CMI Level 5 Diploma in Management and Leadership



The Institute of Leadership & Management

ILM Level 5 Diploma in Leadership and Management

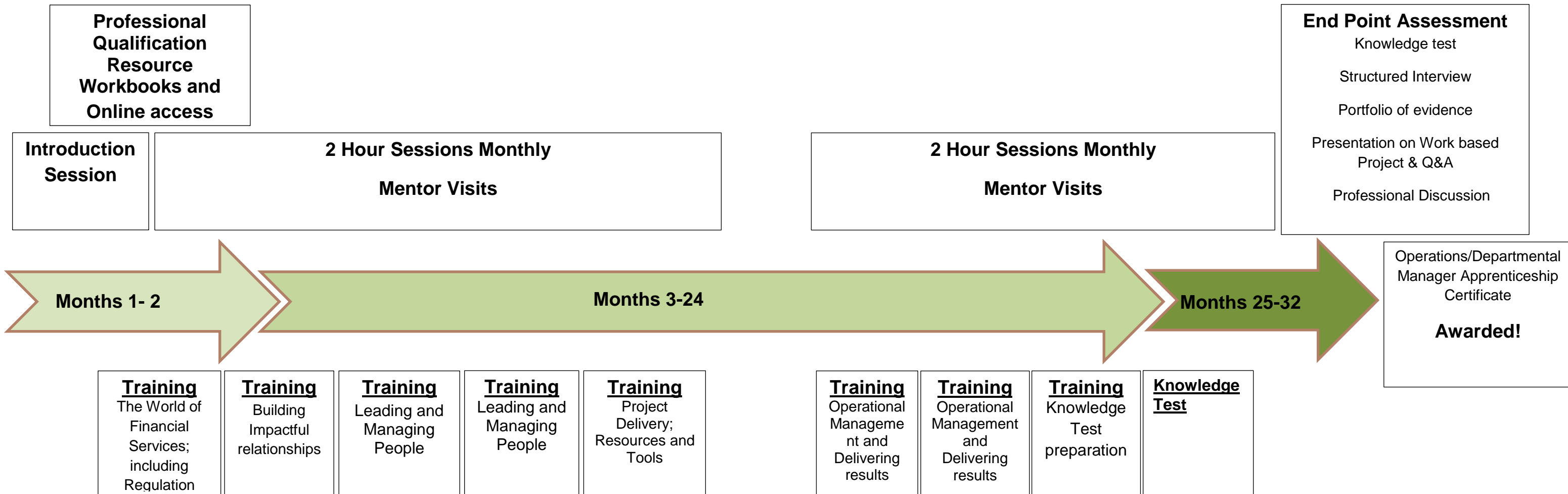


Modules

<p>Module 1 and 2 (part 1 & 2)</p> <p>World of Financial Services; including Regulation</p>	<p>Module 6</p> <p>Project Delivery; Resources and Tools</p>
<p>Module 3</p> <p>Building Impactful Relationships</p>	<p>Module 7 & 8 (part 1 & 2)</p> <p>Operational Management and Delivering results</p>
<p>Module 4 & 5 (part 1 & 2)</p> <p>Leading and Managing People</p>	<p>Knowledge Test Preparation</p> <ul style="list-style-type: none"> • Full syllabus walk through • Highlight areas of common issues for candidates • Case studies aligned to business activity to amplify learning and application to real life scenarios • Example questions and mini test included • Access to practitioners and ability to ask questions of tutor

Learner Journey

Each programme is designed to accommodate the needs of the learner, their job role and the business so the delivery schedule will reflect this. However, as an example of a learner journey throughout the Team Leader/Supervisor programme, we have shown a demonstrative timetable below.



Blended Learning



Mentor Visit

An FSTP mentor will visit each participant on a regular basis to support in the workplace, alongside the participants internal support mechanisms, i.e. workplace manager and/or mentor.



Masterclasses

Industry experts will deliver face to face sector specific masterclasses and coaching sessions to provide opportunities to stretch and challenge.



E-learning

Each participant will have individual access to an e-learning environment where additional learning materials can be accessed.

20% Off-the-job Training



Our programme is designed to help facilitate off the job earning, so we can support the candidates in confidently evidencing the 20% off the job training which is a requirement to have been completed within working hours.

Many employers find the demand for off the job training as worrying. However it doesn't need to be. See the table below for some suggestions of off the job training your apprentices can undertake.

Please do get in touch with any queries and a member of our team will be happy to help.

0203 178 4230

<u>Activity</u>	<u>Example of valid off-the-job training</u>
Classroom sessions / lecture	Block or day release
Workshops and masterclasses	Interactive workshops involving employers
Simulation exercises	Business models and gaming
Online learning	Online training modules and support materials
Shadowing	In work or new departments / locations
Coaching	Support from Line Managers/ colleagues
Industry visits	Within sector or outside of work roles

Please note the above examples are not an exhaustive list, so please contact us today to discuss further.

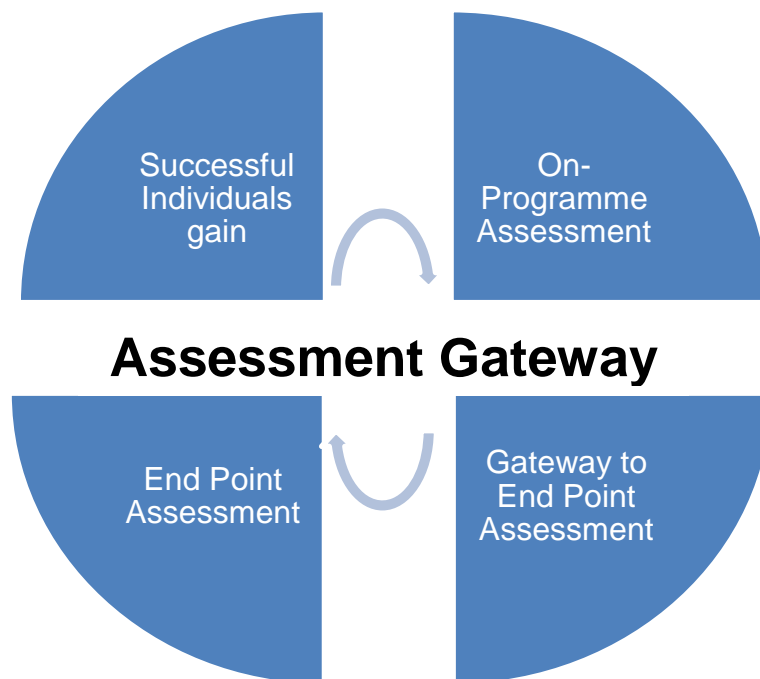
Assessment

This programme consists of two main types of assessments:

On-programme assessments
&
End point assessment (EPA)

The on-programme assessment will involve both yourself, (the employer) and FSTP (your training provider). This assessment will involve each apprentice developing a portfolio that demonstrates the learning and development activities with their application in the workplace.

The assessment is ongoing throughout the programme and apprentices will be provided 360-degree feedback throughout their development of the portfolio.



Assessment

End Point Assessment

The first thing to note is that your chosen training provider can not deliver your end point assessment. This must be done through a totally separate organisation.

The choice of which End Point Assessment organisation you decide to use is yours but we can certainly offer guidance as to where you can find the details of approved organisations.

It is our aim to make sure that you work with an End Point Assessment organisation that supports your business, the apprentices and the job role, all to provide you with the confidence that the training and qualifications are best suited to your objectives.



The Future of Training Provision



We are using our industry knowledge and expertise to provide a range of apprenticeship programmes to the financial services industry that will provide the apprentices with the high standards of training and support that we currently provide to financials services professionals through our training and professional qualification support.

Developing your career with FSTP

Our Apprenticeship programmes are designed with career pathways in mind, taking professionals through GCSE level right up to attaining a degree level professional qualification.

With our expertise within financial services we aim to provide our apprentices with fundamental skills that will allow the high performing candidates to progress in multiple directions – depending on their career aspirations and development opportunities in your business.

What are your next steps?

If you would like to find out more about our Level 5 Operations/Departmental Manager programme, then please contact us.

We would be happy to answer any questions you have about the apprenticeship training we can provide.

Speak to one of our team today.

Call:

0203 178 4230

Email:

apprenticeships@fstp.co.uk

Website:

www.fstp.co.uk