



Keyturn

*Unlocking Leadership and
Management Potential*



Apprenticeship Programme

Operations/Departmental
Manager Apprenticeship
Standard

ILM Level 5 Diploma for
Leaders and Managers

Delivered within the levy-supported Trailblazer Apprenticeship framework, this brand new programme features engaging, interactive learning, and the practical, down-to-earth approach which Keyturn is renowned for!

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'Unlocking Leadership and Management Potential'

Apprenticeship Programme – Level 5

incorporating ILM Level 5 Diploma for Leaders and Managers
(Operations/Departmental Manager Apprenticeship Standard)

Over the course of 24 - 36 months you will experience an exciting learning journey, as you *explore, study and apply* a wide range of key criteria relating to effective leadership and management...

Explore: Engaging, interactive workshops – opening up key subject areas, providing insight, challenging thinking, offering opportunities to discuss, experiment and practice!

Study: Follow guided-learning briefs to discover a wealth of additional support resources, enabling in-depth personal research, and completion of interesting, well-focused assignments.

Apply: Throughout the programme, you will be actively applying new ideas, skills, behaviours, tools and techniques. Action-learning, personal reviews, coaching and mentoring support will all combine, helping you to get the best out of the programme, and more importantly, the best out of yourself!



- You will notice the difference as you practice using new ideas, skills, behaviours, tools and techniques
- You will feel increasingly confident in your role as a leader and manager
- You will enjoy enabling others to develop and succeed – both as individuals and teams
- You will grow as a leader and manager, contributing and influencing positively within the context of your organisation's activities, values and objectives
- You will see the impact of valuable contributions you make to your organisation
- You will record key learning points, applications of learning (real and virtual) and significant achievements – visible evidence of your successful learning journey
- You will be awarded an 'ILM Diploma' and a 'Trailblazer Apprenticeship Certificate', in recognition of your successful learning and achievements

All ILM qualifications are awarded by The City and Guilds of London Institute which was founded in 1878 and is incorporated by Royal Charter.

Apprenticeship Certificates are awarded by ILM as a registered End Point Assessor

Typical entry requirements:

- Five GCSEs at Grade C or higher
- Good comprehension and ability in spoken and written English and maths equivalent to level 2 (i.e. GCSE Grade C or higher)
- In full-time employment with sponsoring organisation (enabling 20% of working time to be dedicated to this training and development)
- A commitment to apply learning, undertake assignments, and record results (including personal input of additional hours to supplement learning, complete assignments, and prepare for assessments)
- A commitment to complete the full programme

Keyturn's long-standing reputation for outstanding customer service and quality delivery of practical, down-to-earth development programmes, guarantees your development will be in good hands.

Keyturn has been accepted onto the 'Register of Apprenticeship Training Providers' as of January 2018.

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Cost per Apprentice (via levy) up to £7000 (incl all learning and EPA) this does not include profiles

Apprenticeship Delivery Method

Keyturn's apprenticeship programme will be delivered over a 24 to 36 month period and include the following:

- Face-to-face workshops
- Online learning
- Self-learning
- Projects and research
- Case study
- Online discussions

The above sessions are tailored to the organisations processes and procedures, to give a practical, relevant and interactive learning experience.

Apprenticeship Assessment Method

Keyturn's apprenticeship programme uses the following types of assessment tools:

- Assignments
- Projects
- Online questions and feedback through ILM Solar
- Research
- Peer and Line Manager feedback
- Online tests
- Reports
- Observations
- Organisation documentation evidence

These are discussed beforehand and learners are made aware of what is required to create a portfolio of evidence ready for their end point assessment.



ILM Level 5 Diploma for Leaders and Managers Learner Outcomes

Self-Awareness

This unit will provide learners with the knowledge and skills to self-reflect, understanding emotional intelligence and learning styles.

The learner will:

- Understand own impact on others
 - Understand emotional intelligence
 - Understand different learning and behaviour styles
 - Be able to reflect on own working style
 - Be able to reflect on own performance
 - Be able to plan activities based on learning styles
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Managing of Self

This unit will provide learners with the knowledge and skills to manage their time and plan their personal development

The learner will:

- Understand different approaches to planning own workload
 - Understand time management techniques and tools
 - Know how to plan own personal development
 - Be able to use time management and prioritisation techniques
 - Be able to create a personal development plan
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Leading People

This unit will provide learners with a knowledge of leadership styles, how to lead different teams, how to improve performance, the importance of organisational culture, and equality, diversity and inclusion in the workplace

The learner will:

- Understand different leadership styles
- Understand how to lead different teams

- How to improve performance in the workplace
- Understand the importance of organisational culture
- Understand equality, diversity and inclusion in the workplace

This unit will provide learners with the skills to communicate organisational vision and goals, facilitate high performance working and support team through change

The learner will:

- Be able to communicate organisational vision and goals
- Be able to improve individuals performance in the workplace
- Be able to support the development of a High Performing Team
- Be able to support a team through change

Managing People

This unit will provide learners with a knowledge of how to manage multiple and remote teams, improve team performance and recruit staff members

The learner will:

- Know how to manage multiple and remote teams
- Know how to develop high performing teams
- Understand performance management techniques and talent management models
- Know how to delegate effectively
- Understand how to recruit people into an organisation

This unit will provide learners with the skills to manage team performance, talent and delegate work

The learner will:

- Be able to manage performance within a team
- Be able to recognise and manage talent
- Be able to effectively delegate work



Building Relationships

This unit will provide learners with an understanding of relationship management, collaborative working and conflict management

The learner will:

- Understand approaches to partner, customer and stakeholder relationship management
- Know how to use collaborative working techniques
- Know how to manage different levels of workplace conflict

This unit will provide learners with the skills to build and maintain relationships with internal and external stakeholders

The learner will:

- Be able to build trust with internal and external stakeholders
 - Be able to use negotiation and influencing skills
 - Be able to manage conflict in the workplace
 - Be able to identify and share good practice
 - Be able to work collaboratively with others
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Communication

This unit will provide learners with a knowledge of interpersonal skills and how to apply different forms and techniques of communication

The learner will:

- Understand interpersonal skills
- Understand different forms and techniques of communication and how to apply them appropriately

This unit will provide learners with the skills needed to effectively communicate in a range of situations in a number of different formats

The learner will:

- Be able to communicate effectively
 - Be able to chair a meeting and present information
 - Be able to actively listen
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Operational Management

This unit will provide learners with a knowledge of management models, continuous improvement, management systems, change management, use of technology and data security

The learner will:

- Understand operational management approaches and models
- Understand business development tools and approaches to continuous improvement
- Know how to initiate and manage change
- Understand the purpose of management reporting
- Understand effective technology use and data security in organisations

This unit will provide learners with skills to implement an operational plan, manage change, demonstrate commercial awareness and create management reports

The learner will:

- Be able to create and deliver operational plans
- Be able to support, manage and communicate change
- Be able to demonstrate commercial awareness
- Be able to produce management reports based on the collation, analysis and interpretation of data

Project Management

This unit will provide learners with a knowledge of how to set up, manage and review a project

The learner will:

- Understand the requirements of project governance
- Know how to set up a project
- Know how to manage a project
- Know how to evaluate the success of a project

This unit will provide learners with the skills to plan, manage and evaluate a project

The learner will:

- Be able to plan a project
- Be able to manage a project
- Be able to evaluate the effectiveness of a project

Finance

This unit will provide learners with a knowledge of financial management, setting and maintaining budgets and financial forecasting

The learner will:

- Understand the purpose of financial management within an organisation
- Know how to set a budget
- Know how to manage a budget
- Understand the methods of financial forecasting

This unit will provide learners with skills needed to set, manage and review a budget

The learner will:

- Be able to set a budget
- Be able to manage a budget
- Be able to evaluate budget management

Problem Solving & Decision Making

This unit will provide learners with the knowledge and skills to solve problems and make decisions

The learner will:

- Understand problem solving and decision making techniques
- Be able to critically analyse and evaluate data to solve problems and make decisions

