



**OPERATIONS  
MANAGER  
LEVEL 5**





ESTAR

OPERATIONS

MANAGEMENT

APPRENTICESHIP

LEVEL 5

STEP INTO ESTAR, WHERE WE PUT LEARNERS FIRST! WE'RE REVOLUTIONIZING APPRENTICESHIP PROGRAMS, ENSURING EACH ONE IS DESIGNED TO BE BOTH ENJOYABLE AND EFFECTIVE. OUR GOAL IS TO BUILD TRUSTED PARTNERSHIPS WITH CLIENTS, PLAYING A KEY ROLE IN YOUR TRAINING DELIVERY AND STRENGTHENING YOUR TEAM'S SKILLS. TOGETHER, WE CAN MAKE A MEANINGFUL IMPACT!

UNDERSTANDING THAT EMPLOYERS CAN CHOOSE THEIR APPRENTICESHIP TRAINING PROVIDER, WE STRIVE TO STAND OUT BY DELIVERING A TRAINING EXPERIENCE THAT IS UNIQUE, MEMORABLE, AND IMPACTFUL. OUR LEARNERS DESERVE THE BEST. ALL OUR TRAINERS COME FROM A COMMERCIAL BACKGROUND, ENSURING THAT OUR APPRENTICESHIP TRAINING IS OF THE HIGHEST QUALITY

Career

ESTAR

Future

### **Your Journey, Our Support**

**At every step of your apprenticeship journey, we're here for you. We want you to feel confident in asking questions and seeking guidance whenever you need it. Our commitment to your success is reflected in our impressive statistics: we boast a 99% success rate in End Point Assessments, with 97% of our learners achieving a distinction or merit. Join us, and let's make your goals a reality together!**



**OPERATIONS  
MANAGER  
PROGRAMME  
OVERVIEW**





Lead with Impact Effective leaders build strong teams, driving operational success and achieving business goals. Our Operations Manager apprenticeship, certified by the Chartered Management Institute (CMI), equips you with the skills to lead teams, manage projects, and meet strategic objectives. By completing this program, you'll gain a deep understanding of operational planning and team dynamics, enhancing your leadership and communication skills. You'll have the opportunity to influence your organisation's success while earning a CMI qualification in Leadership and Management. Join us to elevate your career and make a real impact



## Course Summary



**Level:** 5

**Duration:** 19 months

**Levy value:** £9,000

**Co-funded value:** £450

**Induction:** 1

**Workshops:** 12

**Skills coaching:** 13 coaching sessions

### Examples of Relevant job roles

- Operations Manager
- Regional Manager
- Divisional Manager
- Department Manager
- Group Manager
- Senior Manager
- Specialist Manager



# LEARNER JOURNEY

# Your Learner Journey



## **Workshops:**

Our apprenticeship programs offer a blended approach, combining face-to-face and live virtual delivery. Each workshop focuses on a specific topic to build your knowledge and develop the key skills and behaviours you'll need for your end-point assessment. We design these sessions to enhance your capabilities, allowing you to apply what you learn right away in your workplace.

## **Skills Coaching:**

You'll have a dedicated Skills Coach by your side throughout your learning journey. They'll provide support and guidance, helping you tackle various assessment tasks, activities, and projects to ensure you meet all the apprenticeship standards.

## **Functional Skills:**

Our Functional Skills Tutors are here to help you master English and Maths at the right level, ensuring you're fully prepared for your assessments.

## **Progress Reviews:**

Every 12 weeks, we'll conduct progress reviews to assess your development and plan your next steps.





## **Module 1: Leading People & Organisational Vision:**

An introduction to effective leadership, how different leadership styles influence team motivation, and how organisational vision and values shape team culture.

## **Module 2: Managing People, HR & Coaching for Performance:**

Developing core people-management skills, including fair performance management, HR principles, coaching methods and managing challenging conversations.

## **Module 3: Operational Management & Delivering Results:**

Understanding how operational processes link to business objectives, using KPIs, process mapping and continuous improvement tools to drive efficiency and results.

## **Module 4: Project Management:**

Key project management tools and techniques, including planning, scheduling, stakeholder engagement, RAID logs and project reporting from start to finish.

## **Module 5: Finance for Managers:**

Building financial confidence through understanding budgets, forecasting, financial statements and how financial decisions impact operational performance.



### **Module 6: Communication, Negotiation & Stakeholder Engagement:**

Improving communication skills, adapting messages to different audiences, presenting confidently and applying negotiation strategies to build strong stakeholder relationships.

### **Module 7: Change Management & Decision Making:**

Exploring change models, understanding reactions to change, applying problem solving techniques and making informed decisions to support business improvements.

### **Module 8: High-Performing Teams & Developing Talent:**

Learning how to build motivated, high-performing teams using motivation theory, delegation, wellbeing support and talent development strategies.

### **Module 9: Personal Effectiveness & Professional Development:**

Developing personal productivity, time management, reflection skills and creating a meaningful CPD plan to grow professionally as a manager.

### **Module 10: Gateway Preparation**

Preparing for EPA through portfolio review, project proposal support, mock assessments and building confidence for professional discussions.



**CHARTERED  
MANAGEMENT  
INSTITUTE QUALIFICATION**



# Elevate Your Career with Our Operations Manager Programme

Effective management is key to a thriving business. It's all about equipping managers with the right tools to keep their teams engaged, inspired, and happy. But let's not forget: those managers need to feel motivated and fulfilled in their roles too!

Our **Operations Manager programme** offers you the chance to earn a **Chartered Management Institute (CMI) Level 5 Certificate in Leadership and Management**. This optional qualification is perfect for those who want to push their boundaries and enhance their skill set.

The CMI is a globally recognized body, making it a standout choice for ambitious learners eager to achieve more. By opting for this qualification, you'll gain access to valuable resources and become a chartered member of a prestigious community.

To earn your CMI qualification, you'll tackle two exciting assignments:

- Principles of Leadership and Management
- Managing a Team to Achieve Results

*Ready to take your career to the next level? Join us and empower yourself with the skills that can set you apart in the workplace!*

At ESTAR, we believe in crafting a seamless development experience tailored just for you. Whether you're eyeing an apprenticeship, a concise commercial course, or an engaging one-day workshop, our programs are designed to work hand-in-hand, paving the way for your career goals. We're committed to shaping a learning journey that not only meets your aspirations but also aligns with what employers are looking for. If you're a senior manager, our Operations Manager program is a fantastic fit, but remember: your learning journey doesn't have to end there. Let's keep the momentum going!

We provide a diverse range of knowledge, skills, and behaviours tailored to suit every level and job role across various industries. Whether you're a senior director, mid-level manager, or just starting your career, our team have something valuable for you. Your sessions are designed to enhance our apprenticeship programs and adding value to your learning experience. We offer a variety of workshops that can seamlessly integrate into your apprenticeship journey, whether you're just starting or completing the Operations Manager apprenticeship. Join us and take the next step toward your future!

# MORE COURSES FROM



## ESTAR

**Sales Executive  
Apprenticeship**

**HR Support,  
Apprenticeship**

**Associate Project  
Manager  
Apprenticeship**

**Business  
Administrator  
Apprenticeship**

**Customer  
services**

**Low Carbon  
Heating  
Technician**



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