

# Operations Manager

## LEVEL 5 APPRENTICESHIP PROGRAMME

Preparing leaders for tomorrow's challenges through learning and development

**79%**  
**OF OUR  
LEARNERS SAY**

that LMP programmes  
prepared them for success  
in their future career

### INVEST IN YOUR TEAM

- High Quality Training
- Industry Relevant Content
- Commitment to Excellence
- Expert Support and Mentoring
- Excellent Safeguarding and Wellbeing
- Focus on Personal and Professional Development

**#INSPIRINGAMBITION**



**CMI**



## PROGRAMME SUMMARY



Apprenticeship level  
**Level 5 Higher**



Typical duration  
**20 months**



Training method  
**Blended Learning**



Assessment method  
**Consultative project**



Cost/funding value  
**£0 / £9,000**



EPA organisation  
**Innovate**

## About the Programme

Preparing leaders for tomorrow's challenges with this Level 5 Operations Manager Apprenticeship with LMP Education. Gain a broad range of practical management knowledge and skills to help you develop as a leader. As part of this programme, you will gain a CMI Level 5 Award in Management and Leadership qualification.

## Who is this programme for?

This funded training programme is designed for departmental managers looking for a more senior role within small, medium, large and multinational organisations in private, public and third sectors. Part of LMP's future leaders programme designed to close the skills gap found in middle management, equipping your team with the tools to succeed.

## Employer Benefits

- Investing in an Operations Manager training brings a lot of strategic value to employers. It's not just about upskilling an individual — it's about strengthening the backbone of your leadership team.
- **Develop Stronger, More Effective Leaders** - learn to manage teams, projects, resources, finance, and change at a higher level.
- **Drive Productivity and Efficiency** - trained operations managers are skilled in process improvement, workflow optimisation, and resource management. This can lead to real savings and performance gains across teams or departments.
- **Improve Staff Retention and Morale** - Investing in staff development shows your commitment to growth and internal progression.
- **Fill Leadership Gaps Internally** - Reduces the need to hire external managers who may need time to learn your business. Develop ready-now leaders from within — people who already know your culture, systems, and teams.
- **Cost-Effective Leadership Training** - If you're a Levy-paying employer, apprenticeship funding can be used — at no extra cost.
- **Support Business Growth and Change** - apprenticeships help equip managers to lead change initiatives, improve service delivery, and manage cross-functional teams — key for scaling or transforming operations.

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## Typical Job Roles

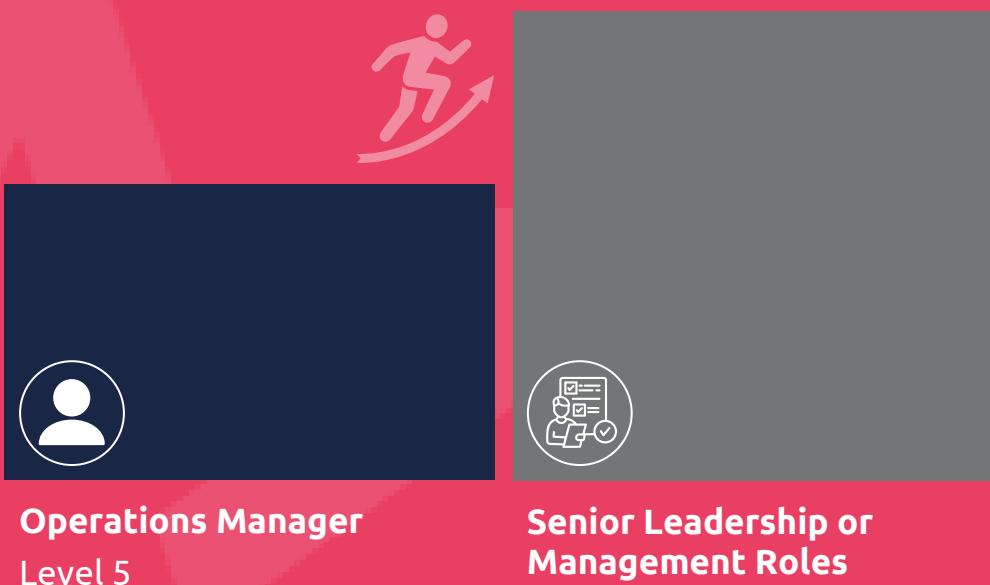
Operations Manager, Regional Manager, Divisional Manager, Department Manager and Specialist Managers

## Progression Routes

This programme can open the door to a wide range of leadership and management roles. You can also progress onto the Level 5 Operations Manager training programme for further career development.

On completion, you may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of Leadership and Management to support their professional career development and progression. You can also apply for Foundation Chartered Manager status upon completion of this programme.

## Career Pathways



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# Learner Benefits

An Operations Manager Apprenticeship offers a powerful opportunity to grow into confident, capable leaders — all while working and earning



**Learn While You Work:** This programme is designed to fit around your current job, so you can immediately apply what you're learning.



**Build Confidence in Leadership** - learn how to lead teams, manage projects, develop strategy, and handle budgets. Structured support helps you feel more capable in challenging or high-stakes situations.



**Immediate Impact at Work** - apply your learning directly to your current role, creating real improvements in how your team or department operates.



**Grow Strategic Thinking** - develop skills in decision-making, change management, stakeholder engagement, and strategic planning—preparing you for long-term leadership success.



**Recognised Qualification:** upon completion of this programme, you will receive a nationally recognised certification plus CMI qualifications.



**Ongoing support:** access to a LMP Tutor providing 1-2-1 support throughout your Course.



**Career pathway:** an Operations Manager Apprenticeship, provides a pathway to career progression with opportunities for advancements within an organisation or industry upon completion.

## What will you learn

Our comprehensive curriculum blends theoretical learning with practical application. The programme covers essential skills such as effective decision-making which is a critical skill for any manager. By learning how to analyse data, identify trends, and make informed decisions, managers can make better decisions that can have a positive impact on their organisation.

In this Level 5 Operations Manager programme you will expand your knowledge in areas such as strategic analysis, project management, IT tools, problem solving, managing change, communication, ethics/values, people/performance management, motivation and conflict resolution and coaching/mentoring.



## Off the job training

Off-the-job hours are a vital part of this apprenticeship. Training is directly relevant to the programme and can take many forms, including:

- Individual study time for reflection and growth
- Apprenticeship tutor sessions and webinars
- Group learning opportunities (like inset days)
- Shadowing experienced colleagues
- Mentoring from line managers
- 1:1 performance reviews and feedback
- Attending meetings and briefings
- Learning new policies
- Relevant YouTube/TV shows
- Professional development
- Online courses
- Enrichment activities
- Research and learning
- Collaborative planning/resource preparation

At LMP, the supportive tutors will work closely with you to create a personalised training plan that meets all requirements for this programme.



**Striving for a Distinction** - we provide distinction criteria for all apprentices and encourage everyone to strive for the best outcome.

## End point assessment

End-point assessment (EPA) is **an independent assessment that takes place at the end of the apprenticeship training**. This is to test that the apprentice is competent in their occupation. All apprentices must complete an EPA. There are a variety of assessment methods to test apprentices' competency.

## Gateway

Gateway takes place before an EPA can start. LMP Education will work with the employer to **review their apprentice's knowledge, skills and behaviours**. This period of time is used to see if the apprentice has met the requirements of the apprenticeship set out in the apprenticeship standard, and they are ready to take the assessment.

## Functional Skills

LMP Education provides functional skills support to all our learners. While functional skills are no longer a requirement for learners who are 19+, LMP still offers functional skills training for those who choose to take the qualification.

[Learn more about functional skills at LMP →](#)





# MILESTONES OF LEARNING

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# MODULES INCLUDE

## **Strategic Analysis, Decision-Making, and Organisational Improvement**

**Content includes:** Data-Driven Decision Making & Current and Future Needs

## **Project Management Tools & Techniques**

**Content includes:** Introduction to Project Management & Tools & Techniques

## **IT Tools and Financial Management Techniques**

**Content includes:** IT & Financial Management Tools & Understanding Finance

## **Problem-Solving and Decision-Making**

**Content includes:** Research Techniques & Using Data & The Problem-Solving Process

## **Managing Change**

**Content includes:** Communicating Change & Using Storytelling to Communicate Data

## **Communication & Presentation Skills**

**Content includes:** Analysing Project Performance & Presentation Skills



**LMP EDUCATION**  
TRAINING PROVIDER

# Why LMP Education

LMP Education is an award winning training provider. Our programmes are designed to support both learners and employers in training and upskilling talent across industries. We have a team of expert tutors to support learners at each step of the way on programme and beyond.



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## Our Learners Say

“I am really enjoying this Level 5 Operations Manager programme and look forward to developing further once I have completed it. My LMP tutor is an amazing teacher and I feel privileged and honoured to have had the fortune to have been taught and mentored by her.”



**- Siobhan Jarret, Operations Manager Apprentice,  
Crofton Infant & Junior School.**

## Work with Us

We can support you and your organisation to use the power of apprenticeships. LMP Education is a registered market leading training provider for Early Years apprenticeships. Our team can support you with recruiting an new apprentice or upskilling existing staff members. Benefit from our free recruitment service and book a discovery call today to find out more about this programme.



**Employers - book a discovery call  
with an apprenticeship expert**  
[bit.ly/lmp-call](https://bit.ly/lmp-call)



**Candidates - enrol today online  
check website for cohort start date**  
[bit.ly/44jVUZZ](https://bit.ly/44jVUZZ)

