

# Operations Manager Apprenticeship (OMA)

## Overview

Serco Education is pleased to be working in collaboration with the Chartered Management Institute (CMI) to offer the **Operations Manager Apprenticeship** to any Serco employee whose responsibilities include managing teams and / or projects and resources. Applicants' responsibilities may also include creating and delivering operational plans, change management, finance and resource management, talent management, coaching and mentoring.

### **The programme**

The **Operations Manager Apprenticeship** has been developed by a group of employers led by Serco and which is based on standards and an assessment plan approved by the Department of Education. The programme will be accredited by CMI.

The **Operations Manager Apprenticeship** aims to develop personal management and leadership capabilities, enable effective use of information in decision-making, planning marketing activities and resource management. The 18-month programme will benefit employees of any age, and is open to both existing employee and new appointments, based in England, who take responsibility for people and projects within Serco. With practical work-based assignments customised for Serco, the line manager of an Operations Manager Apprentice should quickly see tangible benefits in the workplace as the apprentice demonstrates their learning and skills.

The programme will include face-to-face workshops as well as online and work-based learning, covering a wide range of management and leadership skills, knowledge, self-awareness and behaviours. Successful apprentices will achieve:

- A Level 5 Diploma in Leadership & Management
- CMI membership (with option to apply for Chartered Management Status if eligible)
- On-the-job experience
- A professional pathway for future development
- Level 2 in Maths & English (if you don't already have these qualifications)

### **Entry requirements and funding**

English and maths will be required to be demonstrated at a minimum of Level 2 (the same level as GCSE grade A\* - C) through the completion of a web-based initial assessment. Please note that in addition to completing the initial assessment (whatever the outcome) successful applicants to OMA will need to provide evidence of prior attainment of Level 2 in maths and English (i.e. GCSE certificates). OMA students who don't achieve Level 2 in the initial assessment and/or who do not have certificates showing prior attainment will need to complete Functional Skills training and tests in maths and English alongside their OMA course.

The apprenticeship is suitable for all employees with relevant responsibilities, including those who already have a Level 5 qualification in disciplines other than business. The cost of the training will be covered by the Apprenticeship Levy<sup>1</sup>. However, please note that the levy does not cover the apprentice's salary or travel costs associated with the training.

Please go to our website (<https://www.leadershiplearningcentre.com/course/view.php?id=397>) for more detail about this programme including the application process and FAQs.

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<sup>1</sup> In order to fund the growth in apprenticeships, all employers with an annual pay bill over £3 million will pay a 0.5% levy from April 2017. These funds will then be paid back to employers in the form of credits that can be used on government-approved apprenticeship schemes. The development of high calibre managers adds considerable value to Serco and using the levy to achieve this simply makes sense.