



# Operations Manager Apprenticeship

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## **Terms and Conditions for Operations Manager Apprenticeship (2017)**

**March 2017**

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<b>Version</b>	<b>Date</b>	<b>Reason for release / version update</b>	<b>Issued by</b>
V3	Sept 2017	Changed back to 5 'units'	SJK
V2	June 2017	Changed to 18 months and 4 modules	SJK
v1	March 2017	Programme start	EMJ

## Glossary

Phrase /abbreviation	Definition /description
CMI	Chartered Management Institute – accredits the Level 5 Diploma in Management & Leadership and awards Chartered Manager status
Programme	Includes all learning for the apprenticeship
Unit	A component of the full programme, with specific learning outcomes for each unit. The programme elements of the Apprenticeship comprises 5 units.
Learning Centre	Serco Education web platform used for the Operations Manager Apprenticeship application process: <a href="http://www.leadershiplearningcentre.com">www.leadershiplearningcentre.com</a> , and the learning platform which hosts the programme materials.
Workshops	Face-to-face sessions (full or half days) which are included in the programme.
LoA	Leave of Absence. A period of absence from the programme for up to 12 months.

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## Terms and Conditions

The following is a contract between the applicant (you) and Serco Education (us).

The level 5 Diploma in Management & Leadership will be accredited by CMI.

The aim of this Terms and Conditions document is to provide you with information you need to know before applying for the Operations Manager Apprenticeship provided by Serco Education.

It explains whether you are eligible to apply, how we will deal with your application and what penalties you may or may not incur.

**We recommend that you download or print a copy of this document at the beginning of the programme but it is your responsibility to ensure that you use the latest version of this document. Version changes will be notified on the Leadership Learning Centre.**

**Note: In making an application you are agreeing to be bound by the contents of this document and policies.**

You may apply to join the Operations Manager Apprenticeship via the following link:  
<https://www.leadershiplearningcentre.com/course/view.php?id=397>

Should you have any queries regarding the contents of this document, please e-mail  
[higherapprenticeship@serco.com](mailto:higherapprenticeship@serco.com)

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## 1. Eligibility for the Operations Manager Apprenticeship

In order to be eligible to join the programme, there are four specific criteria that you are required to meet. These are:

- You must be employed by Serco and have responsibility for managing teams and/or projects/resources
- You must have the support of your line manager
- You must have English and Maths qualifications to Level 2 (the same level as GCSE A\*- C) or be prepared to work towards certification at this level prior to completing the Operations Manager Apprenticeship
- You must be able to commit to up to 18 months of study to complete the Operations Manager Apprenticeship and to 100% attendance at workshops, webex sessions, and reviews.

**In addition:**

- You are likely to have at least 5 GCSE's at grade C or higher although we will accept applications from managers who do not have this level of qualification but are experienced in a management role. Your workplace must be predominantly based in England if the cost of your Operations Manager Apprenticeship is to be funded by the Apprenticeship Levy

You will be asked to provide original certificates for your qualifications.

**Please contact us if you need to discuss your eligibility for this programme.**

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## 2. Applicant Responsibilities

You are required to complete a Personal Statement in addition to the application form. This includes a requirement for your line manager to sign a declaration supporting your application. We are unable to consider applications without a completed personal statement signed by both the applicant and line manager

Your success on the programme will be helped considerably by the support and mentorship you will receive from your line manager as well as your programme facilitator/s and assessor/s. It is essential that your line manager confirms that you will be released to attend the workshops and web conferences and given an appropriate amount of time to complete your studies. More detailed information for your line manager can be found in the document *Guidance for Line Managers* available on our Learning Centre website.

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You may be asked to attend for interview as part of the application process. You will be given reasonable notice to attend the interview. Non-attendance will mean that your application is transferred to the next cohort when you will be asked to attend an interview before being accepted.

If you wish to retract your application before accepting a place then you must email us at [higherapprenticeship@serco.com](mailto:higherapprenticeship@serco.com) immediately to do so. If you wish to apply again at a later date, you will need to complete a new application form. See also the Withdrawal section below.

### **3. Participant Responsibilities**

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You will be required to complete an Apprenticeship Agreement before starting the Operations Manager Apprenticeship. The Agreement must also be signed by your line manager.

100% attendance is required for all elements of the programme (workshops, web conferences, workplace assessments, End Point Assessment). You are required to inform us a minimum of 2 weeks prior to any workshop if you are unable to attend and to make appropriate arrangements with your facilitator/s and/or coach to cover any elements not attended due to unavoidable circumstances.

You are required to meet the deadlines set for submission of assignments, projects, coursework and to submit these in the format required by your facilitator/s. Late submission of assignments without prior arrangement may result in capping the grade for a particular assignment.

You should inform Serco Education immediately of any permanent change to your normal working hours (i.e. the number of hours worked per week/month).

#### **3.1 Confidentiality**

Please respect the confidentiality of your study group. Matters discussed in study group online communities and workshops should remain private to the group and not be shared with wider audiences without prior consent.

You will be asked to undertake a range of work-based study and activities as part of the Operations Manager Apprenticeship. This element of the programme has been designed to develop your skills and benefit your workplace. It is your responsibility to ensure that colleagues and managers in the business unit which is supporting you are made aware that these activities will be discussed with your coach and, if part of an assignment, will be available to your facilitator.

#### **3.2 Time management**

You are responsible for managing both your work commitments and studies as well as maintaining a learning portfolio. You must be able to commit the time to study. You should be able to complete the work within your normal working hours although you may need to allow extra time for completing assignments. Your line manager will need to allow you time to attend off-site events, workshops and workplace assessments.

You will be required to conduct your own research into subjects relevant to your role and will need to be able to motivate yourself and direct your own learning. The Operations Manager Apprenticeship will be demanding. It has been designed to challenge your thinking. You will at times be required to explore these challenges on your own, although you will have the support of your line manager, facilitator(s), coach and other participants.

#### **3.3 Feedback**

You will be asked to complete evaluation questionnaires at different stages of the programme to help inform future development. Programme questionnaires are available for completion online. Hard copy evaluation forms for workshop sessions are normally issued at face-to-face events.

If you are approached by another party to comment on your participation in the Operations Manager Apprenticeship, or any work you have conducted whilst on it, we ask that you advise us of this before responding.

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The programme materials remain the intellectual property of Serco Education and we require you not to use them or share them for anything other than your programme of study.

#### **4. Programme Funding**

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The cost of the Operations Manager Apprenticeship is covered by the Apprenticeship Levy introduced in April 2017 for most Serco colleagues. This covers the cost of the training only and does not include the salary of the apprentice or any travel or accommodation costs, where relevant.

#### **5. Applications from Outside England**

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The Apprenticeship Levy can only be drawn on for employees who spend the majority of their time working in England. Should you work outside England but are interested in the Operations Manager Apprenticeship please contact us for further information about possible opportunities.

#### **6. ICT Requirements**

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Much of the Operations Manager Apprenticeship is online, i.e. e-learning modules supported by workshops, assessments, work-place learning and self-directed research and study. You should be familiar with using a computer and the internet. You will also need broadband internet access at home or at work (preferably both).

You will be given access to the relevant e-learning area on the Learning Centre, Serco Education's learning platform, which is where you will access your learning materials, resources and activities.

Pop up blockers in your web browser should be either disabled or configured to allow the opening of pop ups from the Learning Centre.

You must ensure that your email address is entered accurately onto the application form as all communication relevant to your application will be made this way. It is your responsibility to provide a valid and functional email address for yourself. If your email address changes, you must inform us as soon as possible via [higherapprenticeship@serco.com](mailto:higherapprenticeship@serco.com).

It should be noted that some email mailboxes apply automatic filters to bulk or group e-mails. We may notify participants of course information via group emails so please add [higherapprenticeship@serco.com](mailto:higherapprenticeship@serco.com) to your 'safe senders' list (or equivalent) to allow our emails to reach you.

#### **7. Leave of Absence**

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Should you find that you are unable to continue with your Operations Manager Apprenticeship studies or you are struggling to meet deadlines please contact [higherapprenticeship@serco.com](mailto:higherapprenticeship@serco.com) in the first instance to discuss your options. You should also discuss your situation with your coach.

You may be eligible for a Leave of Absence (LoA) from the Operations Manager Apprenticeship but you must to resume your studies within 12 months of the start of the LoA. You may only take a leave of absence once. You will be required to complete a leave of absence form which must indicate an anticipated return date.

##### **7.1 Grounds for Leave of Absence**

All LoA requests will be considered on an individual basis but are likely to be favourably considered where one or more of the following circumstances apply:

- You are on maternity or long-term paternity leave
- You are seriously ill
- Family bereavement
- Significant family illness
- Change of role within Serco

Please note that the demands and pressure of work are not normally sufficient grounds for a LoA.

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## 7.2 Effects of a Leave of Absence

Should you wish to take a LoA from the Operations Manager Apprenticeship, the following conditions will apply:

- Programme materials are subject to change and the onus is placed upon the LoA participant to refresh their knowledge if they have previously begun a unit which has been updated.
- You will be unenrolled from the Learning Centre until you resume your studies

## 7.3 Re-joining the Operations Manager Apprenticeship

Participants who have been granted a Leave of Absence have a **maximum of 12 months** to re-join the Operations Manager Apprenticeship. In the event that this period is exceeded, participants will be automatically withdrawn and will need to reapply should they wish to complete the programme in the future.

Once you have formally accepted an opportunity to infill back into the Operations Manager Apprenticeship you are unable to defer again. Should you fail to submit the associated work by the set deadline, you will be withdrawn from the programme immediately.

You will be required to complete a Return from Leave of Absence form (guidance will be provided).

## 7.4 Requesting a Leave of Absence

Should a LoA be requested, the following procedure will apply:

- You will be required to complete the formal LoA form (guidance will be provided)
- All requests must be completed within **7 days**
- Failure to complete the LoA form within this timeframe will result in your withdrawal from the programme with immediate effect.
- Serco Education will contact you with opportunities to infill at the appropriate point. Please note that there will usually only be a maximum of two opportunities to infill back into the Operations Manager Apprenticeship during your agreed 12 month deferral period. When you re-join the programme you will complete a Return from Leave of Absence form.

## 7.5 Additional guidelines

LoA requests cannot normally be completed retrospectively. Retrospective LoAs will only be considered in very exceptional circumstances (e.g. you miss a workshop due to serious illness).

## 8. Withdrawal Policy

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### 8.1 Before Acceptance of a Place (Application Withdrawal)

Should you wish to withdraw before your application has been accepted and registered, your application will be deleted. If you wish to apply again at a later date, a new application will need to be completed. Your new application will be considered within the next allocation process and will not be given elevated status within that process.

### 8.2 After Acceptance (Withdrawal from Programme)

Approximately four weeks before the start of your programme you will be asked to complete an Apprenticeship Agreement. You and your line manager must sign and return this Agreement to accept and confirm your place on the Operations Manager Apprenticeship.

If, after completing the Apprenticeship Agreement you wish to withdraw from the programme, then you will need to complete a withdrawal form. Your line manager, facilitator/ coach will be advised of your withdrawal from the Operations Manager Apprenticeship. Access to the Serco learning centre will be withdrawn.

Should you wish to re-join the Operations Manager Apprenticeship at a later date you will need to re-apply.

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If you fail to follow the deferral/withdrawal policy Serco Education has the right to contact your line manager for further information.

### 8.3 Enforced Withdrawals

Participants can be forced to withdraw from the Operations Manager Apprenticeship under the following circumstances:

- If the participant has not completed the Apprenticeship Agreement within 30 days of receipt.
- Serco Education can enforce the suspension or withdrawal of a participant if the individual:
  - Is intoxicated at workshops, displays disruptive, aggressive or other inappropriate behaviour towards other participants on the Operations Manager Apprenticeship or the wider programme delivery team.
  - Uses disruptive, aggressive or other inappropriate language or comments towards other participants, facilitators/ coach, within online forums (or within any other forms of electronic communications).
- Serco Education may also withdraw a participant if the participant fails to submit required work by the agreed deadlines on more than one occasion.
- If the participant has requested a withdrawal or deferral and we do not receive the completed withdrawal/deferral form within 7 days, Serco Education will assume that the participant does not wish to be involved in the Operations Manager Apprenticeship any longer. The participant will automatically be withdrawn from the Operations Manager Apprenticeship, even if the original request was to defer.
- If participants have agreed to infill following previous deferral and either do not attend workshops or submit work by the required deadlines.

Note: should Serco Education make an enforced withdrawal the line manager will be informed of this action and the reason for doing so.

**NOTE: In making an application you are agreeing to be bound by the content of these Terms and Conditions.**

## 9. Information Security

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As a user of the Serco Education learning centre web platform [www.leadershiplearningcentre.com](http://www.leadershiplearningcentre.com), you are responsible for all the activities that occur under your login and password and for keeping your passwords confidential at all times. You will be required to set a security question at registration stage and this will be used to verify your details, together with appropriate checks, should you need to re-set your password.

You will be enrolled onto the relevant apprenticeship before the start date and will be unenrolled from the programme (and forum area if applicable) usually soon after the finish of the apprenticeship. You will remain registered on the learning centre site after you finish a programme.

If you defer or withdraw you will also be unenrolled from the e-learning and forum areas.

If you suspect or are aware of any breach of your account, contact the learning centre web team immediately (01452 727272 office hours) or email [higherapprenticeship@serco.com](mailto:higherapprenticeship@serco.com)

You can update your email address or password on the Serco learning centre by accessing your My Profile area on the learning centre. Required fields are shown by a red asterisk (please do not attempt to change other pre-defined settings that may be displayed under My Profile). This only updates your details on the learning centre system. Please notify Serco Education separately of any email address changes as well. E: [higherapprenticeship@serco.com](mailto:higherapprenticeship@serco.com)



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## 10. Copyright

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Website content and programme materials are the intellectual property of Serco. Duplication or sharing of any content or materials with any third parties not directly involved in the programmes or services provided by Serco or its partners is prohibited. See our online Copyright Notice for further details ([www.leadershiplearningcentre.com](http://www.leadershiplearningcentre.com)).

## 11. Personal Data

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We will store your personal details securely at all times and keep them on file for the duration of the Operations Manager Apprenticeship and for purposes of communicating any further relevant programmes to you afterwards.

In addition, your preferred email address and phone number will be shared with CMI and your facilitator(s) and coach for academic purposes only so that they can contact you regarding Operations Manager Apprenticeship activities.

### 11.1 Data Protection

We have legal obligations, under the Data Protection Act 1998, to collect any personal information that you provide to us fairly. Serco Education is fully compliant with the Data Protection Act (1998).

We do not pass on any personal data or contact details to any third parties for marketing purposes.

Serco Education will store your personal details securely at all times and use them for monitoring recruitment information and site usage, for administering and delivering apprenticeships, for drawing on the Apprenticeship Levy (once you have formally accepted a place on the Operations Manager Apprenticeship) and for occasional, relevant communications concerning associated courses we may offer. You can opt out of this last process by emailing us once registered on the Operations Manager Apprenticeship.

Academic records will be stored by Serco Education for as long as records are deemed necessary for Levy funding or academic purposes (such as requests for lost certificates or verification of historic qualifications, etc.), but no longer than 10 years from the end of your studies.

## 12. Completion

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Once you have successfully completed all of the academic units, the work-based project and the learning portfolio you will be invited to attend a one day assessment. Upon successful completion of the final assessment day you will receive your certificate.

All details and policies contained herein may from time to time be subject to change without notice as part of our normal programme and policy review process and therefore they should be regularly checked. The continued use of the site or a programme activity after a change has been made is your acceptance of the change.

Latest programme details are available on the main Serco Education website

**[www.leadershiplearningcentre.com](http://www.leadershiplearningcentre.com)**

We recommend that you download or print a copy of this document together with the relevant programme FAQ (frequently asked questions) and guidance All are available online.

### Enquiries to:

Serco Education – [higherapprenticeship@serco.com](mailto:higherapprenticeship@serco.com) T: 01452 727272 (office hours)