

**Understanding  
With  
Positive  
Action**



# **CLA Apprentice**

## **Level 5 - Operations Manager**

# Introduction

Any of your employees who manage teams and/or projects, achieving operational or departmental goals and objectives as part of the delivery of the organisations' strategy, can enrol on the CLA Apprenticeship Programme, funded through the Apprenticeship Levy Scheme, to gain the Level 5 - Operations Manager Apprenticeship.

CLA Apprentice is an 18-24 month unique learning experience based on the professionally accredited Compassionate Leadership online course in partnership with a registered apprenticeship training provider.

## Level 5 - Operations Manager

Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles may vary, but the knowledge, skills and behaviours needed will be similar. Operations managers perform leadership and management duties with teams and senior managers to ensure that teams fulfil their roles and meet organisational goals. Key responsibilities may include:

- Creating and delivering operational plans
- Managing projects
- Leading and managing teams
- Managing change
- Financial and resource management
- Talent management
- Coaching and mentoring

# Structure

## Modules

- online access for flexible learning
- 45/60 minute completion time
- short inspiring videos
- interactive learning activities
- downloadable pdf resources
- personal development plan
- personal workbook
- review & reflect progress tests
- online support & help desk
- approved by The Institute of Leadership
- online course is CPD certified

## Masterclasses

The masterclasses underpin the modules and provide space for contextual discussion, feedback, sharing of ideas and development of knowledge. The masterclasses are delivered using a Virtual Learning Environment (VLE) ensuring consistency and providing across site delivery.

## Assessment

The End Point Assessment (EPA) involves two assessment methods:

- Professional discussion underpinned by a portfolio of evidence
- Written project report with presentation & questions

# Syllabus

## Part 1

Modules 0/8 - focus on Individual Authenticity. Developing the **MINDSET** of a compassionate leader. Understanding the skills & behaviours required to be an effective leader.

## Part 2

Modules 9/26 - focus on Collective Brilliance and collaboration. Developing the practical **SKILLSET** to communicate, build relationships and manage a high performing team.

## Part 3

Modules 27/30 - Focus on **OPERATIONAL MANAGEMENT**. Developing the operational skills and knowledge required to implement plans aligned with the strategic goals of the organisation.



Module	Title	Masterclass
0	Core Principles	1
1	Behind the Scenes	2
2	Changing Behaviour	
3	Power of Purpose	
4	Story Theory	3
5	Leadership Lessons - Life	
6	Leadership Lessons - North Pole	4
7	Leadership Lessons - Sailing Around the World	
8	The Big Journey	5
9	Introduction Assessment	6
10	Main Programme Planning	
11	Communication	7
12	Delegation	
13	Power & Influence	
14	Time & Task	8
15	Progress Assessment	
16	Feedback	9
17	Motivation	
18	Coaching	
19	Decision Making	10
20	Progress Assessment	
21	Situational Leadership	11
22	Balanced Leadership	
23	Trust	
24	Joahri's Window	12
25	Progress Assessment	
M1	Managing People	13
M2	Managing Projects	14
M3	Managing Finance	15
M4	Managing Operations	16
26	Launchpad & Graduation	17



# Apprenticeship FAQ

## Why Choose an Apprenticeship?

Apprenticeships combine on-the-job training with off-the-job learning to equip individuals with practical skills and theoretical knowledge for a specific trade or profession. This blended approach includes working alongside experienced staff, receiving training in workplace environments, and attending structured learning sessions.

They can be used to develop new and existing staff of all ages (16+) and should be central to your talent acquisition, recruitment and retention programmes. The significant benefits of running an apprenticeship programme, include:

- more motivated & capable employees
- more engaged & productive staff with creative thinking
- fully subsidised professional learning programme
- focus on the practical application of learning
- improved communication and trust, building relationships and successful collaborations.

## How is it funded?

### **Organisations with a payroll more than £3m**

On top of your annual payroll, you are automatically paying an additional 0.5% into the government Apprenticeship Levy Fund. Any money left unspent at the end of two years will be reclaimed by the government – so it is essential that you use it in a timely manner.

### **Organisations with a payroll below £3m**

You can still benefit from the scheme through a gifted levy from a larger organisation that has not spent all its digital learning fund or by contributing 10% towards the cost of the apprenticeship programme.

# Apprenticeship FAQ

## How is it Delivered?

The registered training provider will manage the funding, quality assurance, governance and assessment. They will:

- Complete an initial assessment to ensure the apprentice and the apprenticeship standard are a good match
- Check that the apprentice is eligible for the EPA
- Develop a detailed programme and agree the apprenticeship duration
- Deliver the Knowledge, Skills, Behaviours (KSBs) in the apprenticeship standard
- Monitor progress and assessment
- Provide specific support for the apprentice

The Compassionate Leadership Academy deliver the structured learning component of the “off-the-job” training for the apprenticeship, through completion of the online course and a series of masterclasses delivered by CLA accredited coaches.

## Assessment

Each apprentice works closely with the trainer to guide them through the On The Job and Off The Job development, further study, evidence of learning & application, and the EPA.

## Qualifications

- Level 5 Apprenticeship – Operations Manager
- Compassionate Leadership Academy Certification
- 27 hours CPD Certification
- The Institute of Leadership approved, Member status\*

\*Upon completion of the online course CLA you will receive one year membership of The Institute of Leadership. Members are allowed to use the post-nominal letters MLoL.

# Testimonials

The course is outstanding. I have been lucky enough to have a fair bit of training and coaching through work over the years but this is by far the best I've come across in terms of content and engagement.

**Davina Ripton FRSA – CLA Graduate**

I am doing the Compassionate Leadership course and loving it – so insightful and great hints and tips for how to be a better leader.

**RSBC- CLA Apprentice Graduate**

Highly recommend this course if you are serious about progressing down the manager route - it has opened my eyes to so much.

**Liam Wescott – NHS - University Hospitals Sussex**

An incredibly curated masterclass in not only leadership but in life. Forging a path of self awareness, leadership, development, empowerment and compassion. Something so needed and so relevant in business of today that will see both the individual and the company thrive.

**Shona Smith - CLA Graduate**

Thank you Manley Hopkinson for instilling FUN in my virtual learning journey with you.

**Valerie Chiam - Teleflex - "Proud Graduate from Compassionate Leadership Academy"**

Outstanding work Manley and can I just add what an honour it is to be supporting one of your cohorts. By linking your CLA masterclass and online modules into the Level 5 Operations & Departmental Manager Apprentice Standard.

**Iain Branch - IXION (APAR)**



# About



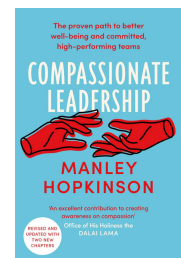
RSBC Apprentice Graduates

**Taster Module**  
Try the Delegation  
module from the CLA  
Digital online course.  
e-mail for access.

The Compassionate Leadership Academy (CLA) was established in 2015, offering personal development, leadership and cultural change programmes based on the best selling book *Compassionate Leadership* by Manley Hopkinson.

Other CLA programmes:

- Advance - time adjusted programme for Senior Teams
- Insights - behavioural analysis and measurement of impact
- Healthcare - sector specific bespoke programme
- Events - Kick Off & Graduation with Manley Hopkinson



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