



**Aviation  
Operations Manager  
Flight Operations  
Level 4**

*Seetec*  
OUTSOURCE



# Aviation Operations Manager

## Flight Operations

### Programme overview

**Level:** 4

**Duration:** Approximately 15 months  
(+3 months for end-point assessment)

#### Who is the programme suited to?

This programme is suited to individuals managing aviation operations in a variety of contexts, such as a commercial airport, military base/aerodrome, heliport or other airfield. They will have accountability for compliance, safety and security in their area, and will have to plan and manage the use of resources and ensure compliance with processes and procedures.

In addition to building the core knowledge, skills and behaviours that all aviation operations managers need, learners specialising in flight operations will complete additional modules which support them to take responsibility for the general management of the operations room and its resources. They will ensure the smooth running of the daily flying schedule, the efficient turnaround of aircraft, and the activation of contingency plans when needed. They will also demonstrate effective communication and decision-making across all levels of the organisation and with a variety of stakeholders across the aviation operation.

#### TYPICAL JOB ROLES

- Aviation operations manager
- Flight operations manager
- Flight operations supervisor
- Air operations manager
- Air operations supervisor

# Key learning outcomes

## Knowledge

- Health and safety legislation in aviation
- Managing aviation security
- Complying with aviation procedures and regulation
- Appropriate methods and language for effective communication
- Resource management in line with budgetary and organisational requirements
- Understanding the importance of cohesive airside operations and how specialist functions are linked
- Service level agreements and standard operating procedures
- Mitigating disruption, incidents and emergencies in area of responsibility
- Management of staff, including recruitment, performance reviews, learning and development, discipline, grievance and industrial relations

## Skills

- Managing safety within own area of responsibility
- Managing aviation security in own area of operations
- Managing compliance with legislation, aviation procedures and regulations
- Managing communication with users, staff and external agencies
- Managing resources effectively to ensure efficient running of department
- Managing own area of responsibility to meet the needs of the wider organisation
- Managing team and facilities to deliver results according to agreed levels of performance
- Managing staff and resources to minimise the impact of disruption, incidents and emergencies
- Effectively managing all aspects of own staff's performance

## Behaviours

- Promote and instil the values of the organisation
- Promote a respectful culture embracing diversity and inclusion
- Encourage empowerment, ownership and responsibility within team
- Encourage integrity and accountability within team, leading by example
- Seek and provide feedback to manage continuous development of self, team and processes
- Be technologically astute and keep abreast of industry developments and innovations
- Be vigilant and proactive in embedding a safe, secure and compliant working culture

## Specialist Learning Flight Operations

- Coordination of air space management
- Supplying flight crew with aviation safety information
- Managing the safe movement of aircraft within own area of responsibility
- Preparing and submitting flight plans using Integrated Initial Flight Plan Processing System (IFPS)
- Selecting an appropriate diversion airfield in the event of accident, incident or emergency
- Planning and allocation of resources to ensure safe and effective operation of the department



# Learner journey

This is an example learner journey and the timeline for completion may vary. The apprenticeship development coach (ADC) and the employer will agree when the learner is ready to be submitted to gateway for end point assessment (EPA).





## Programme delivery

Apprentices follow a personalised learning plan tailored to their organisation and role. Supported by an experienced development coach, they undertake a range of 'blended learning' activities that can usually be completed in the workplace.

### Blended learning activities could include:

- Facilitated workshops
- E-learning
- 1-2-1 coaching
- Self-directed learning
- Collaborative learning
- Research
- Industry visits
- Work shadowing
- Mentoring
- Assignments

All apprentices need to demonstrate that they have achieved a level 2 or above in English and maths before they can proceed to end-point assessment.

Learners who have not yet achieved a level 2 (or equivalent) in English and maths will be supported by a functional skills tutor to ensure they meet the minimum requirements for certification.

## Why Seetec Outsource?

Part of the employee-owned Seetec group, we're one of the UK's leading providers of employment and training. We have more than 35 years' experience helping businesses and individuals to unlock potential through high-quality apprenticeships, skills training and work-based learning programmes across a range of sectors and occupations.

Our approach is consultative and we aim to be partners in our clients' success. We work closely with employers to gain an understanding of organisational objectives and workforce learning and development needs, helping them to select the right training solutions for their business. We then design and deliver programmes tailored to the needs of the organisation and the learners we support, with a focus on ensuring programme outcomes can be evidenced through improved practice in the workplace.

We also bring an energy and positive attitude that stems from our employee-owned status. Every Seetec colleague is encouraged to innovate, strive for excellence and take responsibility for their overall contribution to the business. These are values that we instil throughout our work.

[seetecoutsource.co.uk](https://seetecoutsource.co.uk)



**Proud to be  
employee  
-owned**