Level 4 Aviation Operations Manager (Flight Operations Specialist) Apprenticeship – *Approved Apprenticeship Standard (ST0039) & mapped to ICAO, EASA & CAA Operational Leadership Standards*

Drive Operational Strategy, Safety & Managerial Excellence in Flight Operations

Designed for ambitious professionals stepping into operational management, this Level 4 Apprenticeship prepares leaders to manage complex flight operations environments with strategic foresight and technical precision. Mapped against global aviation regulatory standards, this programme equips Flight Operations Specialists with advanced capabilities in OCC oversight, risk management, regulatory compliance, operational economics, and strategic decision-making.

Core Curriculum Breakdown

Module 1: Strategic Operations, Governance & Compliance

- Advanced Aviation Regulatory Frameworks: Strategic compliance with CAA, EASA, and ICAO mandates, air law, and international operating standards.
- Safety & Quality Management Systems (SMS & QMS): Driving safety culture, auditing protocols, risk matrix assessments, and continuous operational improvement.
- Emergency Response & Crisis Leadership: Leading high-level emergency response plans (ERP), business continuity strategies, and crisis communications.

Module 2: Tactical Leadership & OCC Management

- Operations Control Centre (OCC) Strategic Oversight: Orchestrating complex flight operations, fleet management, and cross-departmental workflows.
- Advanced Disruption & Recovery Planning: Tactical recovery strategies for major network disruptions, airspace closures, and severe weather events.
- Resource, Slot & Capability Optimisation: Managing airport slot portfolios, fleet utilisation, and cross-functional team alignment under dynamic conditions.

Module 3: Financial Acumen, Data & High-Performance Leadership

- Aviation Economics & Commercial Awareness: Managing operational budgets, delay cost analysis, fuel management strategies, and vendor oversight.
- Data Analytics & Operational Metrics: Leveraging OCC data, KPIs, and performance tracking to drive punctuality, efficiency, and reliability.

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- Leadership & Stakeholder Management: High-level negotiation, cross-departmental collaboration, crew/staff performance management, and driving organisational change.

What You Will Gain?

- Higher-Level Management Qualification: A nationally recognised Level 4 Apprenticeship standard validating both technical expertise and managerial competence.
- End-Point Assessment (EPA) Excellence: Comprehensive coaching for the formal EPA, including a work-based project, portfolio presentation, and professional discussion.
- Strategic Operational Capability: Transition from tactical day-to-day execution to strategic oversight and executive decision-making.
- Levy-Funded Progression Path: A structured 18 to 24-month executive development programme funded via the UK Apprenticeship Levy.

Who Should Enrol?

- Senior Flight Operations Officers & Duty Managers: Experienced OCC personnel stepping up into managerial or departmental leadership roles.
- Flight Dispatch & Crew Control Supervisors: Team leaders seeking formal higher-level management qualifications tailored specifically to aviation.
- Aviation Executives & OCC Directors: Employers looking to develop a pipeline of capable, future-ready operations managers using Levy funding.

Frequently Asked Questions

Q: How long does the Level 4 Apprenticeship take to complete?

A: The programme typically spans 18 to 24 months, including the completion of an operational workplace project and the End-Point Assessment (EPA).

Q: Is this programme eligible for UK Apprenticeship Levy funding?

A: Yes. Employers paying the UK Apprenticeship Levy can utilise their funds to cover 100% of the training costs, while non-levy employers receive up to 95% government funding.

Q: How is this program tailored specifically to Flight Operations?

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A: While covering core Level 4 management principles, all assignments, case studies, and practical projects are contextualised around the specialised environment of an airline Operations Control Centre (OCC).

For more information, please contact aviation@crosbyaviation.co.uk

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