



ASPIRE • ENDEAVOUR • ACHIEVE

### Qualification Fact Sheet

<b>Apprenticeship Title:</b>	Operations / Departmental Manager
<b>Route:</b>	Business and Administration
<b>Overview</b>	<p>This apprenticeship is aimed at individuals whose key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams and change, financial and resource management, coaching and mentoring. Focus is on developing knowledge and skills across key areas: Organisational performance, Interpersonal excellence and Personal effectiveness.</p> <p>We tailor delivery by using blended learning methods to meet and develop a variety of learning styles and increase value with embedded additional courses. Our flexible, partnership approach ensures that delivery is suitable for the needs of your organisation, and your candidates are working towards clear expectations to ensure readiness for end point assessment.</p>
<b>Level</b>	5
<b>Reference</b>	ST0385
<b>Suitable Roles</b>	This apprenticeship is suitable for candidates who manage teams and projects in line with a private, public or voluntary organisation's operational or departmental strategy.

## Knowledge, skills and behaviours

**Key knowledge & skill areas developed include:** Leading and Managing People, Building Relationships, Communication, Operational and Project Management, Finance, Self-Awareness, Management of Self and Decision Making.

**Key behaviours developed include:** Taking responsibility, Inclusivity, Business Agility, Professionalism.

## Component parts

**Level 5 Diploma in Leadership & Management** which forms the knowledge and competency elements of the apprenticeship and is also a stand-alone, nationally recognised qualification.

**Portfolio Development** Collecting evidence to present at the final assessment. The portfolio may include: written statements, reports, presentations, performance reviews, observations, feedback and discussions record by the provider.

**End Point Assessment** Once the training provider is confident that all of the learning outcomes have been covered, the employer has the final decision to progress the apprentice for EPA after reviewing the Portfolio of Learning and Performance.

*Where a candidate has not already achieved Level 2 English and Maths, they must do so before taking the end-point assessment. Training and assessment will be planned and carried out during the apprenticeship.*

## Off-the-job training

The apprentice must receive off-the-job training for a minimum of 20% of the time that they are paid to work. This rule applies to all apprenticeships in England. Off-the-job training is:

- learning completed outside of the normal day-to-day working environment and leads towards the achievement of the apprenticeship
- directly relevant to the apprenticeship.

Depending on the needs of the candidate and organisation this can include the following:

- the teaching of theory - for example lectures, role playing, simulations, exercises or online learning
- can be practical training - for example shadowing, mentoring and industry visits
- learning support and time spent writing assessments or assignments
- additional courses will be embedded as required/agreed contributing to off-the-job training.

## End Point Assessment

The final assessment and grading will be undertaken by the Independent Assessor. Marks will be allocated across the areas being assessed, with a maximum possible mark of 100.

END POINT ASSESSMENT EVIDENCE	MAXIMUM MARK
Knowledge Test	30
Structured competency-based interview	20
Assessment of portfolio of evidence	20
CPD Log / Professional discussion	10
Work based project, presentation & QA session	20

TOTAL MARK	GRADE
70+	Distinction
60+	Merit
50+	Pass
<50	Fail

\*Apprentices will need to achieve at least 50 per cent within each part of the End Point Assessment to be able to pass the apprenticeship.