

OPERATIONS/DEPARTMENTAL MANAGER

£ Funding Band: 10 (£7,000)
🕒 Duration: 30 months
📊 Level: 5
★ LARS: 104
📄 Standard N°: ST0385

1. THE APPRENTICESHIP

An Operations or Departmental Manager is someone who manages teams and/or projects, and achieves operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. They are accountable to a more senior manager or business owner.

Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. 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.

Roles may include: Operations manager, Regional manager, Divisional manager, Department manager and Specialist managers.



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**WE ARE HERE
 TO HELP
 APPRENTICES
 BEE WHAT THEY
 WANT TO BEE**”

2. ON-PROGRAMME

The Apprentice must have completed all on-programme elements in order to begin End-Point Assessment:



20%
**Off-the-Job
 Training**



Functional Skills*
 Level 2 English
 and Maths



Portfolio of Evidence
 with Mapping and
 Tracking Form



Project Proposal
 subject, title and
 scope

3. GATEWAY

In order to enter the Gateway phase, the Apprentice will need to have achieved all the relevant Knowledge, Skills and Behaviours set out in the Apprenticeship Standard. After a meeting between the Apprentice, Employer and Training Provider, it will be the Employer's decision to place an Apprentice through End-Point Assessment.

The Apprentice must have completed all on-programme elements in order to begin End-Point Assessment.

Resources

Training Qualifications UK has developed a range of resources for this Apprenticeship Standard to help the On-Programme Assessor and Apprentice to understand and complete Gateway and each End-Point Assessment component.



Functional Skills*

All Level 3 or higher Apprenticeship Standards require the Apprentice to have successfully completed Level 2 Functional Skills in both English and maths qualifications (or equivalent) in order to progress through Gateway to undertake End-Point Assessment.

As an End-Point Assessment Organisation (EPAO), Training Qualifications UK is required to see evidence of an Apprentice completing the relevant Functional Skills qualification assessments where necessary in order to verify Gateway requirements have been met. To find out what evidence Training Qualifications UK will accept for this Apprenticeship Standard, see our **Level 3 or Higher Apprenticeship Functional Skills guidance** on Verve EPA under the Support Materials.

4. END-POINT ASSESSMENT

The synoptic End-Point Assessment will consist of **two** components. In order to pass the apprenticeship, the Apprentice is required to pass each component:



Project Proposal, Presentation and Questioning

This assessment consists of two components.

The Apprentice will submit a project title and scope at Gateway. Following approval by their End-Point Assessor, the Apprentice will have 12 weeks to complete and submit a 4,000 word (+/- 10%) project proposal.

The End-Point Assessor will have two weeks to review the submitted proposal before the Apprentice delivers a 20-minute (+10%) presentation on the project proposal. Following the presentation, there will be a 40-minute (+10%) questioning session, in which the End-Point Assessor will ask at least eight questions.

★ **Distinction, Pass or Fail**



Professional Discussion

The Professional Discussion is a structured, two-way dialogue between the Apprentice and their End-Point Assessor.

The Discussion will be supported by the Portfolio of Evidence submitted by the Apprentice at Gateway. The Portfolio will not be directly assessed.

The End-Point Assessor will ask the Apprentice at least six competency-based questions to prompt discussions related to the Knowledge, Skills and Behaviours assigned to this assessment.

The Professional Discussion will last 60 minutes (+10%).

★ **Distinction, Pass or Fail**

5. GRADING

Once the **two** assessment components are completed, the Apprentice will be provided with an overall grade for their apprenticeship using the following grading table:

Project Proposal, Presentation and Questioning	Professional Discussion	GRADE
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

6. APPRENTICESHIP CERTIFICATION

Once the End-Point Assessor verifies the Apprentice has successfully completed all the End-Point Assessment components, Training Qualifications UK will initiate the certification process. Working with the Education & Skills Funding Agency, we will ensure the Apprentice receives their certificate in recognition of completing their apprenticeship.

7. OCCUPATIONAL COMPETENCE

On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

“WE PROVIDE QUALIFICATIONS THAT MEET THE NEEDS OF LEARNERS AND EMPLOYERS

Why choose Training Qualifications UK?

We're an End-Point Assessment Organisation for the 21st Century. While some are happy with traditional methods, we look for new ways of working to push the industry, our customers and their Apprentices forwards. We do this with a personalised approach to account management built around your needs, quick and responsive service that aims to respond to enquiries within 24 hours, and innovation that delivers efficiency through technology.

With us, you'll get:

1. Expert, tailored End-Point Assessment support
2. Assessor and Apprentice learning resources
3. Access to our straightforward Apprentice management system, Verve EPA
4. A clear and fair pricing structure
5. Marketing and social media support to share your success

More Information

For more information on this Apprenticeship Standard, visit [The Institute for Apprenticeships](https://www.tq.uk). Already working with Training Qualifications UK? Contact your dedicated Client Relationship Officer to find out more about this Standard and others. If you're new to Training Qualifications UK, you can get in touch through the below channels.

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