

OPERATIONS OR DEPARTMENTAL MANAGER LEVEL 5 (ST0385/AP04)

OVERVIEW

Operations or Departmental Managers are found in all types of organisations. 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.

The Operations or Departmental Manager Level 5 Apprenticeship Standard enables apprentices to: input into strategic planning and create plans in line with organisational objectives, set up and manage a project using relevant tools and techniques, manage budgets and financial forecasting, communicate effectively, and develop, build and motivate teams.

ROLE

An operations/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 organisations strategy.

In carrying out their role, 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

DURATION

The apprenticeship will typically take 30 months to complete.

ENTRY REQUIREMENTS

Individual employers will set the selection criteria for the applicant.

ON-PROGRAMME LEARNING

Apprentices will be taught by a training provider the knowledge, skills and behaviours (KSB's) required to operate as Operations or Departmental Managers. The apprentice should collate evidence throughout the duration of their apprenticeship in the form of a portfolio of evidence.

END-POINT ASSESSMENT GATEWAY (MANDATORY)

Prior to the End-Point Assessment:

- Level 2 qualifications in English and Mathematics.
- Completion of a portfolio of evidence, typically containing 20 discrete pieces of evidence that is assessed by the professional discussion

Apprentices will be eligible to be put forward for the end-point assessment after a minimum of 12 months and must have completed a minimum of 20% off the job training.

END POINT ASSESSMENT OVERVIEW

There are two methods of assessment used during the EPA. These are:

- Project proposal, presentation and Q & A
- Professional discussion underpinned by portfolio of evidence

Project Report, Presentation & Questioning

The project proposal involves the apprentice completing a relevant and defined piece of work that has a real business benefit. The 4000 word project proposal must be undertaken after the apprentice has gone through the gateway. Apprentices will prepare and deliver a presentation that, along with the proposal, appropriately covers the KSBs assigned to this method of assessment. It will be followed by questioning from the independent assessor. The presentation and questioning will last 60 minutes.

Professional Discussion underpinned by portfolio

A portfolio must also be submitted at the gateway. This will be reviewed by the assessor in advance of the professional discussion. This discussion will be a structured discussion between the apprentice and the Independent Assessor, to establish the apprentice's understanding and application of knowledge, skills and behaviours relating to the Apprenticeship Standard and lasts 60 minutes.

Please contact us for registration and cost information:

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