

Operations/Departmental Manager –Level 5 New Apprenticeship standard

Overview

This new apprenticeship standard will typically take a minimum of 30 months to complete, although the exact duration will be dependent on the previous experience of the individual. It is applicable to professional managers from all sectors - the private, public or third sector - and all sizes of organisation.

The Operations / Departmental Manager apprenticeship will require apprentices to manage teams and/or projects, and have responsibility for planning, delivering and achieving departmental goals and objectives. They are accountable to a more senior manager, head of department or small business owner, and are responsible for the operational and/or policy delivery of the organisation's strategy

How the Apprenticeship Standard will be met

In order to meet the apprenticeship standard, apprentices will undertake a minimum of 24 months of on-programme learning, development and continuous assessment that is managed by the employer, and in most cases with the support of a training provider.

The on-programme phase will cover the breadth and depth of the standard using suggested on-programme assessment methods that integrate the knowledge, skills and behaviour components of the Standard, and which ensure that the apprentice is sufficiently prepared to undertake the work based project and progress to End Point Assessment.

It is recommended, but not mandated that this includes:

- Completion and achievement of the ILM level 5 Diploma for Managers
- Regular performance reviews between apprentice and a senior manager
- Development of a portfolio of evidence
- Undertaking a synoptic work based project typically during the last 6 months of the apprenticeship
- Feedback from line manager, direct reports, peers and customers/stakeholders including 360 degree feedback

Maths and English Requirements

Apprentices must also have achieved Level 2 English and Level 2 Maths prior to completion of their Apprenticeship. It is also recommended that the apprentice is supported to become digitally literate where this is important to their role

Progression opportunities

On successfully completing this Apprenticeship standard, learners have the opportunity to progress to the following:

- Employment within a range of Operations / Departmental Manager roles
- A degree level apprenticeship programme for example the Chartered Manager Degree Apprenticeship
- Graduate level qualifications and further professional development

Successful achievers, by the end of the Apprenticeship, will be able to apply for professional membership of a chosen Professional Body

End Point Assessment

The apprentices' line/senior manager (employer) will make the decision as to when the apprentice is ready for End Point Assessment, based on their being competent and performing in their role. This decision will be supported by input from the training provider.

The end point assessment is synoptic and takes place at the end of the apprentice's learning and development, following completion of the Gateway.

There are five components that make up End Point Assessment for the Operations / Departmental Manager apprenticeship standard. End Point Assessment will consist of a:

- Knowledge test using scenarios and questions
- Structured competency based interview
- Portfolio of evidence
- Assessment and Presentation of a work based project with a Q&A session
- Professional discussion relating to CPD activity

The final assessment and grading will be undertaken by an Independent Assessor. Marks will be allocated across all five assessment components being assessed, with a total maximum possible mark of 100.

Apprentices will need to achieve at least 50 per cent within each component of the End Point Assessment to be able to pass the apprenticeship. A merit and distinction will be awarded for total marks of 60+ and 70+ respectively.

For more information please contact Bhups Narsey at Leicester College via bnarsey@leicestercollege.ac.uk or telephone 07825 121504