LEVEL 5

DURATION 30 MONTHS

MAXIMUM FUNDING £7K

OPERATIONS DEPARTMENTAL MANAGER (Start date after 16.10.20)

End Point Assessment from NOCN

Role Profile

An Operations or departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations 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
- Specialist managers

On-Programme: What apprentices need to learn

The apprentice will be assessed on the knowledge, skills and behaviours required for the Level 5 Operations Departmental Manager apprenticeship standard.

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

Refer to the **IfATE website** for further details on the apprenticeship standard and assessment plan.

Gateway Requirements

At the end of the on-programme training period, the training provider and employer will need to agree that the apprentice has met the knowledge, skills and behaviours required for the Level 5 Operations Departmental Manager apprenticeship standard.

Apprentices without English or maths at Level 2 must achieve this prior to taking their EPA. For those with an Education, Health and Care Plan or a legacy statement, the apprenticeships English and maths minimum requirement is Entry Level 3 and a British Sign Language qualification is an alternative to English qualifications for whom this is their primary language.

The apprentice will also be required to submit a portfolio of evidence.

Once this criteria has been met the apprentice can move to End Point Assessment.

OPERATIONS DEPARTMENTAL MANAGER

End Point Assessment

End Point Assessment is the final stage of the apprenticeship. As defined in the assessment plan, the End Point Assessment for the Level 5 Operations Departmental Manager consists of the following events.

Professional discussion:
This assessment will take the form of a professional discussion between the end point assessor and the apprentices. It will last for 60 minutes and will allow the apprentice to be assessed against KSBs which may not naturally occur during other assessment methods.

Project proposal, presentation and questioning:
The project proposal will involve the apprentice completing a relevant and defined piece of work that has a real business benefit. Apprentices will prepare and deliver a presentation that, alongside the proposal, appropriately covers the KSBs assigned to this method of assessment. It will be followed by questioning from the end point assessor.

Grading

All EPA methods must be passed by the apprentice for the EPA to be passed overall. To achieve a pass overall, the apprentice must achieve all the pass criteria in all assessment methods. To achieve a distinction overall, the apprentice must achieve all the pass criteria and all the distinction criteria in all assessment methods.

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. The maximum grade that can be awarded to an apprentice who has re-taken or re-sat the End Point Assessment is a pass grade.

Results and Certification

On successful completion, NOCN will issue an EPA grade notification and apply to the Education and Skills Funding Agency (ESFA) to produce the final apprenticeship certificate.

Why Choose NOCN?

NOCN works in partnership with employers and training providers to deliver high quality End Point Assessments. When you contract with us you will receive:

- An allocated EPA Scheduler as a dedicated point of contact
- Face to face and remote overview sessions on EPA requirements and process
- Access to guidance and support materials
- Access to mock assessment materials
- Remote assessment technology
- Robust quality assurance process
- working day turn-around of results
- Feedback provided on unsuccessful assessment attempts