

ncfe.

operations/ departmental manager.

Apprenticeship Standard NCFE Solution Brief

UP
TO **£9k**
GOVERNMENT
FUNDING BAND

TYPICAL
DURATION **30mth**
APPRENTICESHIP
PROGRAMME

level 5
ASSOCIATE DEGREE
EQUIVALENT

Overview

Continued business growth depends on the ability of the Operational Manager to deliver on the strategic plan. Ensuring strength at this leadership level is essential, whether you're training up existing personnel or fresh talent. This comprehensive programme supports your apprentice through the equivalent of an associate degree and provides them with the skills, knowledge and behaviours to drive results for your business.

Your apprentice will undergo a 30 month apprenticeship training programme at Level 5, optionally gain a Level 5 Diploma in Leadership and Management qualification, and will focus on 3 key skills areas: interpersonal excellence – managing people and developing relationships; organisational performance - delivering results; and personal effectiveness – managing self.

Role profile

An Operations/Departmental Manager is generally someone who is able to manage teams or projects, and has responsibility for planning, delivering and achieving departmental goals and objectives. Accountable to a more senior manager, head of department or small business owner, they are responsible for the operational delivery of the organisation's strategy.

Key responsibilities include: supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Applicable to professional managers from all sectors – the private, public or third sector – and all sizes of organisation, the apprenticeship programme typically takes up to 30 months to complete, although the exact duration depends on the previous experience of the individual.



apprenticeship journey.



Mock Assessments

Ensuring everyone has the most accurate expectations of end-point assessment (EPA) is essential. Providing mock assessment materials and guidance for all of our assessment methodologies, we empower providers and apprentices to structure learning towards the EPA format to assure the best chance of success.



Gateway

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and apprentice. The apprentice must have achieved all the required on-programme elements before they enter Gateway. We provide a Gateway guide to all of our providers to support them with this process. This ensures that the apprentice is only put forward when they are ready and comfortable to take the EPA.

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end-point assessments.



Portfolio

20%

The apprentice carries out work defined by their employer, assembling a Portfolio of evidence that demonstrates learning and development activities and their application in the workplace. This will include written, audio and video evidence that showcases their on programme learning and achievements.



ASSESSMENT DELIVERY – digital first, created on programme, submitted and reviewed by the assessor via an e-portfolio.



GRADE WEIGHTING – 20% of final mark, with a maximum of 20 marks available and requiring a minimum of 10 marks to pass the assessment.



Work-based Project Presentation

20%

Given to a panel comprised of the Independent End-Point Assessor (IEPA), ITP and employer, the apprentice's 15 minute Presentation describes the objectives of their Work-based Project and should demonstrate: what the apprentice set out to achieve; what they produced; how they approached the work and dealt with issues; and appropriate interpersonal and behavioural skills. This is followed by a 15 minute Q&A session with the panel, during which the apprentice's broader experiences are explored to confirm that the knowledge and skills defined in the standard have been met.



ASSESSMENT DELIVERY – digital first, on-demand delivery via an online video conference platform.



GRADE WEIGHTING – 20% of final mark, with a maximum of 20 marks available and requiring a minimum of 10 marks to pass the assessment.



End-Point Assessment

Defined by the employer-led trailblazer action group, the assessment plan for Operations/Departmental manager has 5 modes of assessment: Portfolio Review, a Knowledge-based Multiple Choice Test, a Competency-based Interview, a Work-based Project Presentation and Professional Discussion. NCFE will ensure the appropriate allocation of the IEPA to see each apprentice through all modes of assessment and assure consistent quality of assessment.



Certification

Once the IEPA verifies that the apprentice has successfully completed all EPAs, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate – a worthy recognition of their hard work and achievement and the currency that can help further their career.

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Knowledge-based Multiple Choice Question Test

30%

Via a series of questions relating to different scenarios and situations, apprentices are required to demonstrate their knowledge of leadership and management in relation to specific topics.



ASSESSMENT DELIVERY – digital first, on-demand delivery via an online platform.



GRADE WEIGHTING – 30% of final mark, with a maximum of 30 marks available and requiring a minimum of 15 marks to pass the assessment.



Competency-based Interview

20%

The IEPA uses a structured series of questions to test the knowledge and application of learning relating to leading and managing people, building relationships, project management and so forth. This is a great opportunity to assess behaviours and soft skills while allowing apprentices to demonstrate their style.



ASSESSMENT DELIVERY – digital first, on-demand delivery via an online video conference platform.



GRADE WEIGHTING – 20% of final mark, with a maximum of 20 marks available and requiring a minimum of 10 marks to pass the assessment.



Professional Discussion relating to CPD activities

10%

In this concluding assessment module, the IEPA leads a discussion to uncover additional evidence of personal development activities and how this learning was applied to the role and workplace.



ASSESSMENT DELIVERY – digital first, on-demand delivery via an online video conference platform.



GRADE WEIGHTING – 10% of final mark, with a maximum of 10 marks available and requiring a minimum of 5 marks to pass the assessment.

Grading

Marks are awarded based on how the evidence presented across all assessment modes contributes to:

- what the apprentice has shown they can do against the requirements of their job role
- how the apprentice has approached their work and learning, and the way they have completed the tasks
- who the apprentice has worked with, demonstrating personal and interpersonal qualities they have brought to all their work relationships.

It is essential to gain the minimum marks in all 5 assessment modes in order to pass overall; under 50 marks is a fail, over 50 is a Pass, over 60 is a Merit and over 70 is a Distinction.



Progression

Once the Level 5 Operations/ Departmental Manager Apprenticeship is complete, the learning doesn't stop. NCFE offers a full suite of programmes designed to take your apprentice onward up the career ladder. Their next step is Chartered Manager (Level 6).



Delivery and pricing

NCFE is committed to offer value for money, high quality EPAs. Our 'digital first' approach provides flexible assessment methods for apprentices that limit the impact on the productivity of their working day. This enables us to provide the EPA for Operations Manager at a highly competitive rate. For levy payers within their digital account limit, 100% of this price is covered by government funding. For non-levy payers, 90% is covered and just 10% requires an employer contribution.

100%

of the price is covered with government funding for levy payers within their limit.

10%

employer contribution for non-levy payers.

why ncfе?

With over 170 years of assessment experience, we're a 'digital first' apprenticeship assessment organisation, making use of innovative new technology approaches to enhance the delivery and management of EPA. Recognised in The Times Top 100 not-for-profit companies listing 5 years in a row and placed in the Top 50 companies for customer service, you can trust NCFE to support your apprenticeship journey. As an Awarding Organisation, we're regulated by the Office of Qualifications and Examinations Regulation (Ofqual) in England, the Qualification Wales in Wales, and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

let's get to work.

visit: ncfe.org.uk/epa | call: 0191 240 8950 | email: epa@ncfe.org.uk