

Operations / Departmental Manager

The broad purpose of this occupation is to provide leadership, with both operational and project responsibilities. An operations manager is responsible for managing individuals or a team, offering direction, instructions, and guidance to achieve set goals. They are crucial for the smooth functioning of an organisation and ensure that their functions are administered and maintained in line with legislation and the organisation's policies and procedures. They provide clear and inclusive leadership and direction, typically involving setting, managing, and monitoring the achievement of core objectives aligned with the organisation's overall strategic goals. In smaller organisations, they are also likely to contribute to the execution and achievement of these strategic objectives.

You can see more information about the apprenticeship standard at [Skills England](#).



Assessment methods

1

Project proposal, presentation with Q&A

A 4,000 word proposal based on a real business benefit, completed within 12 weeks. The apprentice will give a 20 minute presentation relating to leading people, managing people, building relationships, communication, operational management, project management and finance, followed by 40 minutes of question and answer with a minimum of 8 questions.

2

Professional discussion

A 60 minute discussion between the apprentice and iCQ assessor, including a minimum of 6 standardised questions.



Learning



Gateway



End-Point Assessment

The EPA Process



Gateway meeting:

training provider, employer and apprentice meet to determine if they are ready for their EPA, and submit any files as needed through the iLearner system.



Assessor meeting:

the employer and an iCQ Assessor meet to agree any evidence submitted by the apprentice and plan dates for assessments.



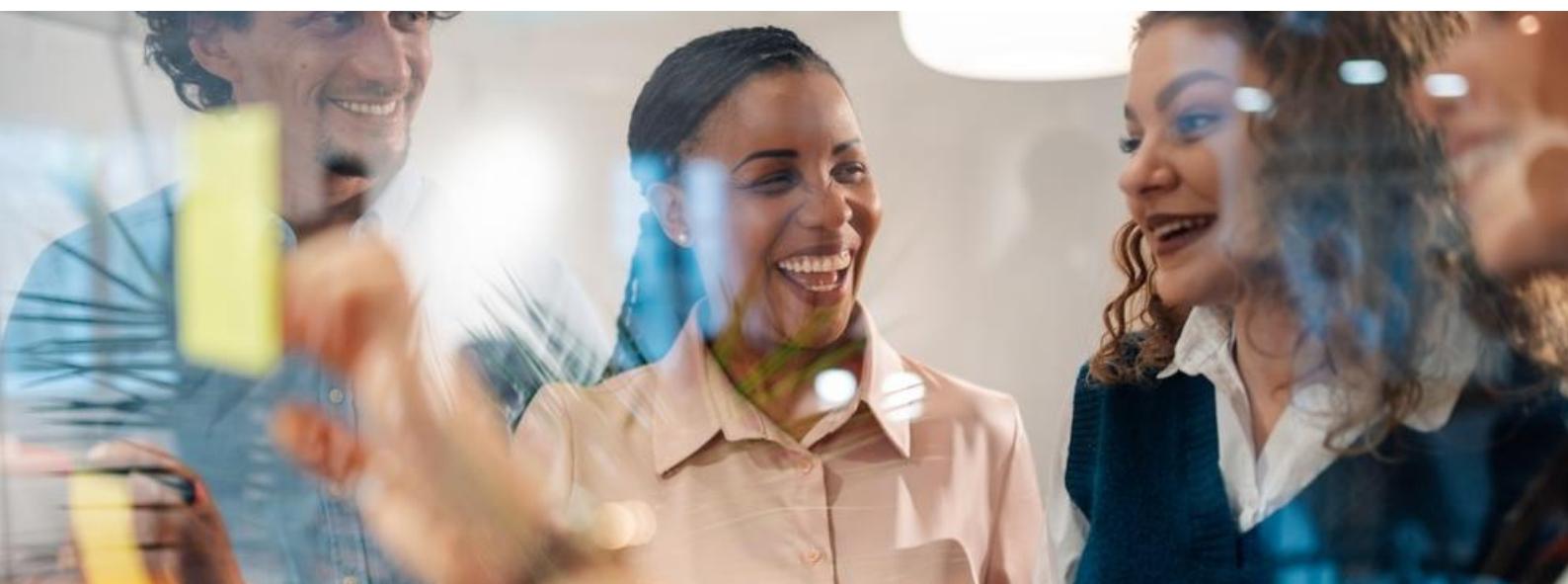
Learner preparation:

the employer and training provider make sure the learner is familiar with the iLearner tools and formats of their assessments.



End-Point Assessment is carried out by iCQ Assessor.

Cost	£1200 (in person) £950 (remote)
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With you every step of the way

iCQ support the complete apprenticeship journey for employers, training providers and learners through our innovative iLearner platform – making it easy and quick to record and track progress.



*Apprenticeship starts from 1st August 2025 are eligible for the 8-month minimum duration, starts before 1st August 2025 are subject to a 12-month minimum duration.