

# APPRENTICESHIP STANDARDS ASSESSMENT AND SOLUTIONS

## OPERATIONS/DEPARTMENTAL MANAGER

- AP03, AP04
- LEVEL 5
- 30 MONTH PROGRAMME



## BUSINESS SECTOR

### OVERVIEW

The role of an Operations/Departmental Manager is to manage teams and projects in line with a private, public or voluntary organisation's operational or departmental strategy.

### ROLE PROFILE

Operations/Departmental Managers 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 and specialist managers.

### YOUR APPRENTICES' LEARNING JOURNEY

The apprenticeship learning journey for this programme is typically 30 months. The journey will include developing managerial knowledge, skills and behaviours and the achievement of Level 2 English and Maths.

During their learning journey, apprentices may complete a Level 5 management qualification (equating to at least 370 hours Total Qualification Time) such as iCQ's Level 5 Diploma in Management and Leadership (601/6908/4).

On completion of their learning journey, apprentices will undertake an End-Point Assessment, with an independent iCQ assessor.

Throughout their journey, your apprentices will record and update their progress using iCQ's **iLearner** system, and their End-Point Assessment will be delivered using **iLearner**.

### FURTHER INFORMATION

The full Standard, Assessment Plan and current funding details can be viewed on the [Institute for Apprenticeships & Technical Education](#) website.



LEARNING  
JOURNEY



GATEWAY  
MEETING



END-POINT  
ASSESSMENT

# APPRENTICESHIP STANDARDS END-POINT ASSESSMENT

## OPERATIONS/DEPARTMENTAL MANAGER - LEVEL 5

- ▶ **PROFESSIONAL DISCUSSION**  
A 60-minute structured discussion between your apprentices and their iCQ Assessor to draw out the best of the apprentice's competence and excellence. The Assessor will ask a minimum of 6 questions from iCQ's question bank.

- ▶ **PROJECT PROPOSAL, PRESENTATION AND QUESTIONING**  
Apprentices will have 12 weeks to submit a 4,000-word proposal, based on a real business benefit.  
  
In addition, they will be required to submit a 20-minute presentation relating to leading people, managing people, building relationships, communication, operational management, project management and finance. A further 40 minutes will be allocated for questioning, whereby the Assessor will ask a minimum of 8 questions, to assess the depth and breadth of knowledge, skills and behaviours of the Apprentice.



APPRENTICES CAN ACHIEVE A PASS OR A DISTINCTION GRADE.

## WANT TO KNOW MORE?

For further information, please contact us:

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