




# Operations and Departmental Manager

**Industry:** Business and Administration

**ILM code:** 9309-22 ST0385/AP03

Assessment Plan version 2

 **Typical duration:** 30 months  
 **Maximum funding:** £7,000\*  
 **Level 5**

\*Funding information accurate as of January 2021.  
For the most up-to-date information, check the [Institute for Apprenticeships and Technical Education \(IfATE\) website](#).

## About the standard

An operations/departmental manager is someone who manages teams and/or projects, and is responsible for achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a 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.

## On-programme: what apprentices need to learn

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.

Formative assessment of knowledge, skills and behaviours required in the delivery of the level 5 Operations and Departmental Manager apprenticeship are broken down into the following modules. The non-mandatory ILM qualification Level 5 Diploma for Leaders and Managers (8420-01) can support this.

### Knowledge and Skills

- Operational Management
- Project Management
- Finance
- Leading People
- Managing People
- Building Relationships
- Communication
- Self-awareness
- Management of Self
- Decision Making

### Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professionalism

Refer to the [IfATE website](#) for further details on the standard and assessment plan.

ILM has developed teaching and learning materials to support employers and learning providers to deliver on and off-the-job learning for this standard. For more information [visit our webpage for Operations and Departmental Manager](#).





## Gateway requirements

Before you can book end-point assessment, the provider and employer sign off that the apprentice will be ready for EPA.

For this standard, the employer and provider will need to sign a declaration to agree the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

The apprentice must have also achieved maths and English at Level 2.

Additionally for this standard, the project proposal's subject, title and scope will be agreed between the employer and the EPAO at the gateway. A brief summary of what the project will cover should be submitted to the EPAO at the gateway. This should demonstrate that the project will provide sufficient opportunity for the apprentice to cover the KSBs mapped to this method. The brief summary is not assessed and should be no more than 500 words.

As part of our EPA service, ILM will check all gateway evidence before the EPA event so you can have the confidence that the apprentice has met all gateway requirements.



## End-point assessment (EPA): how apprentices demonstrate their learning

As defined in the assessment plan, the assessment events for this standard are:



### Project proposal, presentation and questions & answers

After they have gone through gateway, apprentices have 12 weeks to write and submit a 4,000 word project proposal and presentation following approval of the scope and title. It will be followed by 60 minutes questioning from the Independent ILM Assessor.



### Professional discussion underpinned by a portfolio of evidence

A two-way discussion between the Independent ILM Assessor and the apprentice to assess the apprentice's in-depth understanding of their work. The Independent ILM Assessor will use the apprentice's portfolio to identify discussion areas. The professional discussion will last 60 minutes.

ILM will allocate a skilled and experienced professional to assess the apprentice objectively against the standard. All assessments are standardised and quality assured.

To help you prepare apprentices and ensure they feel ready for assessment, we have created a suite of preparation resources, including:

- **EPA pack:** Details behind the standard and assessment plan, guidance on EPA tasks and grading, procedures for re-sits, timelines, venue and resource requirements for EPA. It is important that you are familiar with this information.
- **EPA exemplar materials:** Available for tutors, providing real assessment examples for each assessment type, such as transcripts and examples of good practice.

- **Recording forms:** Supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered.
- **LIEPA report:** A report produced by our lead independent end assessor (LIEPA) with insight into the EPA results for this standard and findings across all centres. These reports can help you refine your delivery to improve success rates.
- Our dedicated **EPA customer success team** will be on hand to support you through your EPA journey and can be contacted at [onboardingepa@cityandguilds.com](mailto:onboardingepa@cityandguilds.com)



## Apprenticeship certification

As well as receiving their Institute for Apprenticeships and Technical Education (IfATE) apprenticeship certificate, the apprentice will receive an ILM statement of achievement for end-point assessment. The apprentice will also receive an ILM Digital Credential on completion of their End-Point Assessment.



## Why choose ILM?

**Personal support:** Our dedicated EPA customer success team, Technical Advisors, Business Managers and Customer Service teams are on hand to help you throughout your apprenticeship journey.

**Teaching tools and resources:** All of our resources are mapped comprehensively to the standard and designed to draw out the skills, knowledge and behaviour apprentices need so they are confident for assessment and you know that everything is covered.

**EPA support resources:** Our specially created EPA resources will help you to prepare apprentices and ensure a smooth booking process.

**EPA delivery:** We are growing our EPA service, using new technologies to enhance the delivery and management of EPA.

**Pricing that works for you:** When you choose us for EPA, you pay a small registration fee and the balance once the EPA has taken place and results submitted.

**Events and webinars:** We deliver a range of events and webinars run by industry specialists to advise and guide you.

**Progression:** The journey never stops and we're committed to helping learners progress into a job, develop on the job and move into the next job. Visit our website [i-l-m.com](https://www.i-l-m.com) for our wider offering in this sector and information about leadership and management apprenticeships.



### More information

If you're an ILM centre, visit Walled Garden or contact your Account Manager for prices and any further information.

If you're a new customer, contact [customer@i-l-m.com](mailto:customer@i-l-m.com) to find out more.

Or visit [i-l-m.com/learning-and-development/management-apprenticeships](https://www.i-l-m.com/learning-and-development/management-apprenticeships) for full information on our apprenticeship products and services.

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