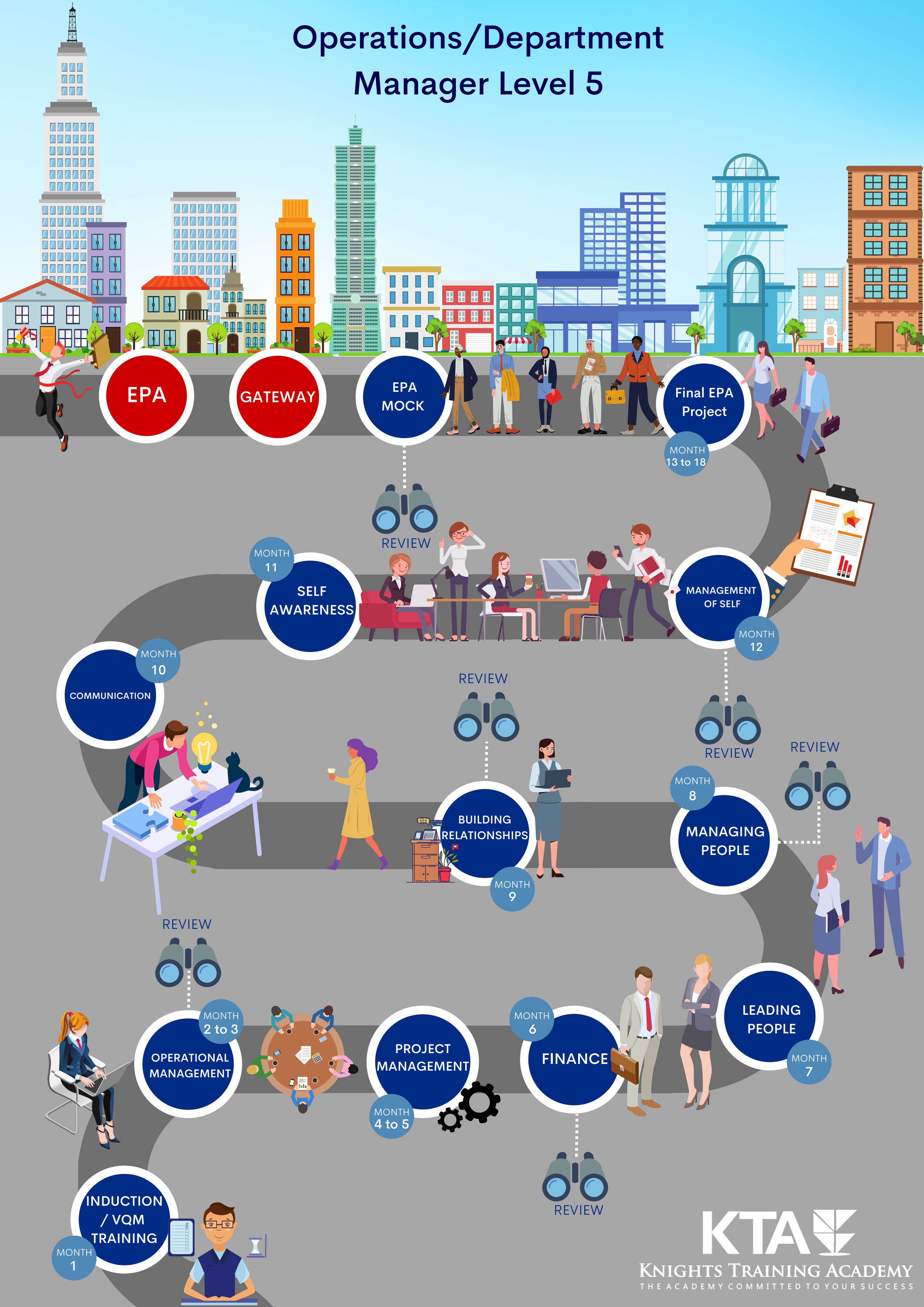


# Operations/Department Manager Level 5



## OVERVIEW

A Level 5 NVQ Diploma in Leadership & Management is included, with potential units managing a team, work productivity, managing a project, leading innovation, managing resources and promoting technology.

Candidates will attend workshops on a regular basis, supported by workplace assessor visits to enable completion of both the standard and the on programme qualification.

The knowledge, skills and behaviours to be achieved, include organisational performance, project management, finance, leading and managing people, building relationships, communication, self awareness, decision making, agility and professionalism.

This is typically a 18 month apprenticeship with an integrated approach to the assessment of knowledge, skills and behaviours.

Apprentices without level 2 English and Maths will need to be assessed at this level prior to taking the end-point assessment. It is also recommended that the apprentice is supported to become digitally literate where this is important to their role.

## EPA

The End Point Assessment will test the entire Standard, and be undertaken as follows:

- Assessment of knowledge through a test using scenarios, questions and responses
- Assessment of competency through a structured competency-based interview
- Assessment of portfolio of evidence
- Presentation on work-based project with Question and Answer session
- Continuing Professional Development Log reviewed and professional discussion

The apprentice will undertake a synoptic work-based project, which will bring together elements of their learning from different parts of the programme and show their accumulated knowledge and understanding of management and its application in their organisation. The topic/coverage of the project will be agreed between the employer, provider and apprentice, and will be of benefit to the business.

The portfolio of evidence and work based project will demonstrate the skills and behaviours. Assessment will monitor ongoing performance of the apprentice.

At this End Point Assessment, the candidate's knowledge, full portfolio, work-based project and presentation and CPD learning will be assessed against the standard, to ensure that the apprentice has demonstrated the full range of skills, knowledge and behaviours detailed in the standard.

## End Point Assessment – grading

The final assessment and grading will be undertaken by the Independent Assessor. Marks will be allocated across the areas being assessed, with a maximum possible mark of 100.

What constitutes an outstanding operations/departmental manager: someone who is not just good, but also has the potential to improve quickly and someone who is not just confident and fully capable of doing the job, but someone who regularly goes beyond expectations.

Grade	Total Mark
Distinction	70+
Merit	60+
Pass	50+
Fail	Less than 50