

Operations/Departmental Manager

① What the role entails

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.



② On-programme assessment

The apprentice must achieve the following on-programme assessment requirements prior to Gateway:

- Achieved Level 2 English and maths
- Developed their Portfolio of Evidence
- Completed their Work-based Project
- Prepared for their Competency-based Interview
- Completed a CPD log including copies of any ILPs or training plans and any certificates achieved.



③ Gateway requirements

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.



④ End-Point Assessment

The end-point assessment for Operations/Development Manager contains 5 methods of assessment as outlined below:

Multiple Choice Question (MCQ) Knowledge Test

Using 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. This will be a 35 minute on-demand test.

Grade Weighting - minimum 15 marks out of 30, and carrying 30% of the final grading.

Competency-based Interview

The Independent End-Point Assessor (IEPA) uses a structured series of questions to test the knowledge and application of learning relating to the modules identified in the assessment plan. The Interview will last for a maximum of 60 minutes.

Grade Weighting - minimum 10 marks out of 20, and carrying 20% of the final grading.

Portfolio of Evidence

The apprentice assembling a Portfolio of Evidence that demonstrates learning and development activities and their application in the workplace.

Grade Weighting - minimum 10 marks out of 20, and carrying 20% of the final grading.

Work-based Project and Presentation

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.

Grade Weighting - minimum 10 marks out of 20, and carrying 20% of the final grading.

Professional Discussion relating to CPD activities

In this concluding assessment module, the IEPA leads a 20-30 minute discussion to uncover additional evidence of personal development activities and how this learning was applied to the role and workplace.

Grade Weighting - minimum 5 marks out of 10, and carrying 10% of the final grading.

⑤ Grade aggregation table

End-Point Assessment Evidence	Weighting	Maximum Mark	Minimum Mark to be attained
Knowledge test using scenarios and questions	30%	30	15
Structured Competency based Interview	20%	20	10
Assessment of Portfolio of Evidence	20%	20	10
Work based Project, presentation and Q&A session	20%	20	10
CPD Log/ Professional Discussion	10%	10	5

Grade	Fail	Pass	Merit	Distinction
Total Mark	Less than 50	50-59	60-69	70+

⑥ Completion and certification

Once the IEPA verifies the apprentice has successfully completed all EPAs, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, we'll ensure that the apprentice receives their certificate.



⑦ What next?

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)**.

Why choose EPA Plus?

We are an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across Health, Education & Care and Business apprenticeship standards. EPA Plus offers a flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.