



Operations Manager v1.4

☆ Level 5 £ £9,000 📅 24 months

1. What the role entails

Operations managers perform leadership and management duties with teams and senior managers to ensure that teams fulfil their roles and meet organisational goals. They are essential to all business models that have an operational area or department with a workforce to lead, manage, and support.

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 all departments within an organisation and ensure that their functions are administered and maintained in accordance with legislation and the organisation's policies and procedures.

2. On-programme assessments

Apprentices will typically spend 24 months on-programme and undertake the minimum required off-the-job training as per the apprenticeship funding rules. Apprentices must spend at least 12 months on-programme. Before entering Gateway, the apprentice must complete the following on-programme requirements:

- Level 2 English and maths or equivalent qualifications, if required (see DfE apprenticeship funding rules for full details)
- a Portfolio of Evidence to underpin the Professional Discussion
- an on-programme Project which will form the basis of their Written Project Report.

3. Gateway requirements

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and the apprentice. The apprentice should only enter Gateway once the employer is content that the apprentice is working at or above the level of the occupational standard.

The apprentice must also have completed all the on-programme elements before they enter Gateway, including submitting a Portfolio of Evidence to underpin the Professional Discussion and completing a Project which will form the basis of their Project Report and Presentation which will be developed during the end-point assessment (EPA) period.



4. End-point assessment

The EPA for Operations Manager consists of two assessment methods:

Professional Discussion underpinned by a Portfolio of Evidence

The Professional Discussion is a 1 hour two-way discussion which gives the apprentice the opportunity to demonstrate the knowledge, skills and behaviours (KBSs) mapped to this assessment method.

The Portfolio of Evidence will be completed during the on programme learning and submitted at Gateway. The apprentice must have access to their Portfolio of Evidence during the Professional Discussion where the Independent End-Point Assessor (IEPA) will ask at least six questions. The apprentice can refer to and illustrate their answers with evidence from their Portfolio of Evidence however, the Portfolio of Evidence is not directly assessed.

The Professional Discussion is graded fail, pass or distinction.

Project Report with Presentation and Questioning

There are two components to this assessment method: a written Project Report and a Presentation and Questioning session.

The apprentice will complete a Project on-programme, before Gateway. During the EPA period they will have 12 weeks to write a 4,000 word Project Report. Then the apprentice will prepare a Presentation based on the Project.

The apprentice will submit the Project Report and any Presentation materials to NCFE by the end of week 12 of the EPA period. The apprentice will then deliver the Presentation to an IEPA, and the IEPA will then lead a Questioning session with the apprentice. The Presentation and Questioning must last for 1 hour and this will typically include a Presentation of 20 minutes and Questioning lasting 40 minutes.

The Project Report with Presentation and Questioning is graded fail, pass or distinction

5. Grade aggregation table

	Grading			
Project Report with Presentation and Questioning	Pass	Pass	Distinction	Distinction
Professional Discussion	Pass	Distinction	Pass	Distinction
Final Grade	Pass	Pass	Pass	Distinction

If an apprentice fails any assessment, the EPA will be deemed an overall fail.

6. Completion and certification

Once the IEPA verifies the apprentice has successfully completed all EPA methods, NCFE will activate certification.

Working with the apprenticeship certificate issuing authority, we will ensure the apprentice receives their certificate.

7. What next?

Completion of the Operations Manager apprenticeship may provide progression opportunities to more senior roles in the leadership and management sector. It may also be possible to progress to the Level 7 Senior Leader apprenticeship.

Upon completion, apprentices may also be able to apply to join the Chartered Management Institute or the Institute of Leadership.

Why NCFE?

We are an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across health, education, social care, business, active leisure and digital apprenticeship standards. NCFE offers flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.