

Highfield **Level 5** End-Point Assessment for **ST0385 Operations Manager**



Government funding band – **£9,000**



On-programme duration – **typically, 24 months**



Gateway requirements – **achieved level 2 English and mathematics, submission of a portfolio of evidence, submission of a written project report summary, submitted organisation's policies and procedures**



End-point assessment method – **written project report with presentation and questions, professional discussion underpinned by a portfolio of evidence**

Overview of the standard

Operations managers undertake leadership and management duties with teams and senior managers where there is a requirement to ensure that teams carry out their role to meet organisational goals.

An employee in this occupation will be responsible for leading and managing their operational function which includes accountability for developing team members, managing projects, planning, and reviewing workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Roles/occupations may include area manager, department manager, general manager, operations manager, regional manager and specialist manager.

The programme's structure

Your apprentice will be placed in a role for typically 24 months during which they will be supported while on-programme by their tutor. Their tutor will review the progress of the apprentice during the 24 months against the standard to ensure they are prepared for the end-point assessment.

Your apprentice's journey



Ready for training

- Initial assessment
- English and maths training
- On-programme training to meet the requirements of the standard
- Gateway readiness self-assessment

Set for assessment

The end-point assessment methods are:

Written project report with presentation and questions

- 4,000-word project (+/-10% if necessary)
- 20-minute presentation based on the project
- 40-minute question and answer session with an independent assessor

Professional discussion underpinned by a portfolio of evidence:

- 60-minute formal two-way discussion with an independent assessor
- Portfolio of evidence submitted at gateway which is not directly assessed

Go further

By the end of this apprenticeship the candidate will progress further in the sector in related job roles, such as a department manager or general manager.

Available support

On-programme support

- Delivery resources
- Tutor support resources, including innovative and multi-device e-learning courses.

End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation, and support



Need to know more:

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