

Highfield **Level 5** End-Point Assessment for **ST0385 Operations/ Departmental Manager v1.1**



Government funding band – £9,000



On-programme duration – typically 30 months



Gateway requirements – level 2 English and maths (optional for 19+, please see funding rules)



End-point assessment method – knowledge test, structured competency-based interview, portfolio of evidence, presentation of work-based project with Q&A session and a professional discussion relation to CPD activity

Working in operations/departmental management

Operations management involves designing and controlling the process of production and redesigning business operations for production of goods or services. It involves ensuring that business's operations are efficient and effective in terms of meeting customers' requirements. An operations/departmental manager is someone who manages teams and/or projects, and achieves operational or departmental goals and objectives, as part of the delivery of an organisation's strategy.



The programme's structure

Apprentices will be placed in a management role over a minimum of 2 and a half years during which they will be supported while on-programme by their tutor. Their tutor will review the progress of the apprentice 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 (optional for 19+, please see funding rules)
- On-programme training to meet the requirements of the standard
- Gateway readiness self-assessment

Set for assessment on completion of training and functional skills

End-point assessment methods are:

Knowledge test

- Scenario and situation-based questions
- Demonstrating the apprentice's knowledge

Presentation on work-based project with Q&A session

- Demonstrates knowledge, skills and behaviours
- Work-based project completed in the final 6 months
- 15-minute presentation covering objectives and outputs of the project
- Question-and-answer session covering the findings of the work-based project and their experiences throughout the apprenticeship

Structured competency-based interview

- Structured series of questions
- Covering skills within the standard

Portfolio of evidence

- Covers the remaining knowledge, skills and behaviours of the standard
- Consists of written statements, project plans, reports, observations, professional discussion, presentations, performance reviews, feedback (including peer feedback), and personal development plans

Professional discussion

- Covering CPD and additional learning activities

Go further

On completion of the apprenticeship, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years' management experience can apply for chartered manager status through the CMI.



Available support

On-programme support

- Delivery resources
- Qualification mapped to standard
- Tutor support resource
- 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: