

Highfield **Level 5** End-Point Assessment for **ST0385 Operations/ Departmental Manager v1.2**



Government funding band – **£7,000**



On-programme duration – **30 months**



Gateway requirements – **level 2 English and maths (optional for 19+, please see funding rules, submission of portfolio of evidence, submission of project proposal)**



End-point assessment method – **project presentation and questioning, professional discussion underpinned by portfolio of evidence**

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 role for a minimum of 12 months 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:

Project presentation and questioning

- 4,000 (+/- 10%) project
- 60-minute presentation and questioning, typically including a 20-minute presentation and 40-minutes of questioning

Professional discussion underpinned by portfolio of evidence

- 60-minute discussion between end-point assessor and apprentice
- Underpinned by the portfolio of evidence submitted at gateway

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: