



# LEVEL 5 OPERATIONS DEPARTMENTAL MANAGER APPRENTICESHIP OVERVIEW



End-Point Assessment  
Organisation -DSW

# CONTENTS

<b>CITY SKILLS APPRENTICESHIPS</b>	3
<b>IMPORTANT INFORMATION</b>	5
<b>MY PORTFOLIO</b>	6
<b>WELL-BEING</b>	7
<b>LEVEL 5 OPERATIONS DEPARTMENTAL MANAGER OVERVIEW</b>	8
<b>GATEWAY</b>	9
<b>END-POINT ASSESSMENT GUIDE</b>	10
<b>GLOSSARY</b>	13



# CITY SKILLS APPRENTICESHIPS

Welcome to your City Skills Apprenticeship. The following guide has been designed to support you through your apprenticeship and help you to understand what to expect including key milestones, resources and related organisations.

We have developed a simple and effective journey to help you learn and ultimately showcase your new knowledge skills and behaviours.

## **Needs Analysis-**

Before engaging in your training, we collaborate with your employer to identify what they would like the apprenticeship to achieve, for you and the wider business needs.

## **Enrolment-**

We will ask you for some background information to analyse your experience, prior learning, work setting and capacity to ensure you are able to develop your skills over the duration of the apprenticeship. We also ask you to give your own personal apprenticeship goal. We will reflect on this throughout your apprenticeship to ensure you meet or exceed your expectations.

## **Learn & Embed New Skills-**

You will attend mandatory facilitated learning sessions throughout your apprenticeship to learn new knowledge, skills and behaviours (KSB). Following each session, you will be set challenging tasks to embed new learning in your workplace. Often you will have to

support learning activities and learning checks on 'My Portfolio' (See page 5).

## **Off-The-Job Training (OTJ)-**

Alongside your apprenticeship, you will be developed through 'OTJ' training. The definition of OTJ training is 'new learning and development linked to your apprenticeship, during working hours. You will be supported to achieve the OTJ hours by structured learning activities and employer support. Your facilitated learning sessions and post-session tasks make up the majority of this but also any new learning in your working hours will contribute to this

## **Reviews-**

We believe it is important to regularly check how you are progressing through your apprenticeship. This helps you stay on track and enables us to support you early in the process. We conduct progress reviews approximately every 2 – 3 months. Your review will usually be with your development coach.

### **Evidence-**

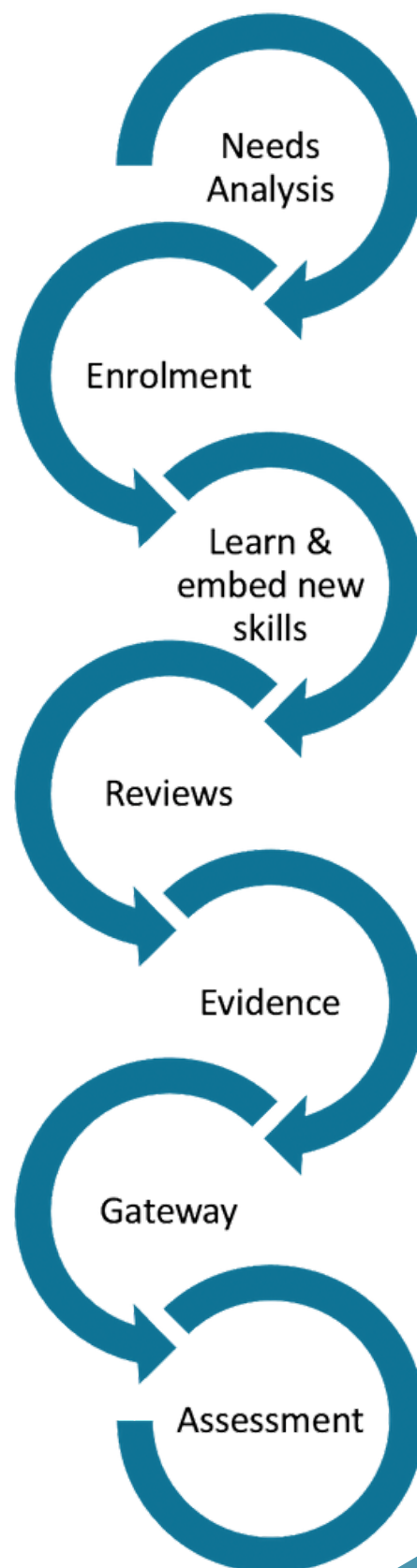
Once you feel confident you have embedded new knowledge, skills and behaviours, we will ask you to gather evidence, sometimes formally through a portfolio or informally through a reflective learning journal. You will have the option to store your evidence using 'My Portfolio'. This evidence is important to support your gateway meeting and preparation for end-point assessments.

### **Gateway-**

Once you have completed all learning activities and feel confident in your new knowledge, skills and behaviours, we will ask you to attend a gateway meeting. The meeting will be attended by your manager, development coach and yourself. It is used to reflect on your direction of travel over the apprenticeship and confirm you are competent in all the KSB areas. The gateway conversations may establish there are one or two areas you would like further support. If this is the case, we will deliver further training in specific areas, to ensure you are confident and assessment ready.

### **Assessment-**

The last step in the process is your end-point assessment (EPA). This is an independent process run by your end-point assessment organisation. We will be on hand to support but it is your EPAO who will make the final decision on whether you have met the necessary standard. This independence adds credibility to your training.



# IMPORTANT INFORMATION

<b>Your Training Provider</b>	City Skills Limited
<b>Email</b>	<a href="mailto:training@city-skills.com">training@city-skills.com</a>
<b>Phone</b>	020 7157 9835
<b>UKPRN</b>	10065422
<b>Platform</b>	My Portfolio <a href="https://city-skills.com/">https://city-skills.com/</a>
<b>Your Development Coach</b>	
<b>Development Coach Email</b>	
<b>Development Coach Phone</b>	
<b>Your EPA Organisation</b>	DSW
<b>EPA Contact</b>	<a href="https://www.dswconsulting.co.uk/dsw-contact-us">https://www.dswconsulting.co.uk/dsw-contact-us</a>
<b>Your Apprenticeship Standard</b>	Operations Departmental Manager
<b>Apprenticeship Standard and Assessment Plan</b>	L5 <a href="https://www.instituteforapprenticeships.org/apprenticeship-standards/operations-or-departmental-manager-v1-2">https://www.instituteforapprenticeships.org/apprenticeship-standards/operations-or-departmental-manager-v1-2</a>
<b>Typical Duration</b>	15 months
<b>Typical Assessment Duration</b>	3 months
<b>Typical Off-The-Job Training</b>	323 hours

# MY PORTFOLIO & SUPPORT

## My Portfolio

My Portfolio was custom built by our very own digital apprentice during the first COVID-19 lockdown in 2020. The system hosts your portfolio of evidence (aka Showcase), progress reviews and off-the-job record.

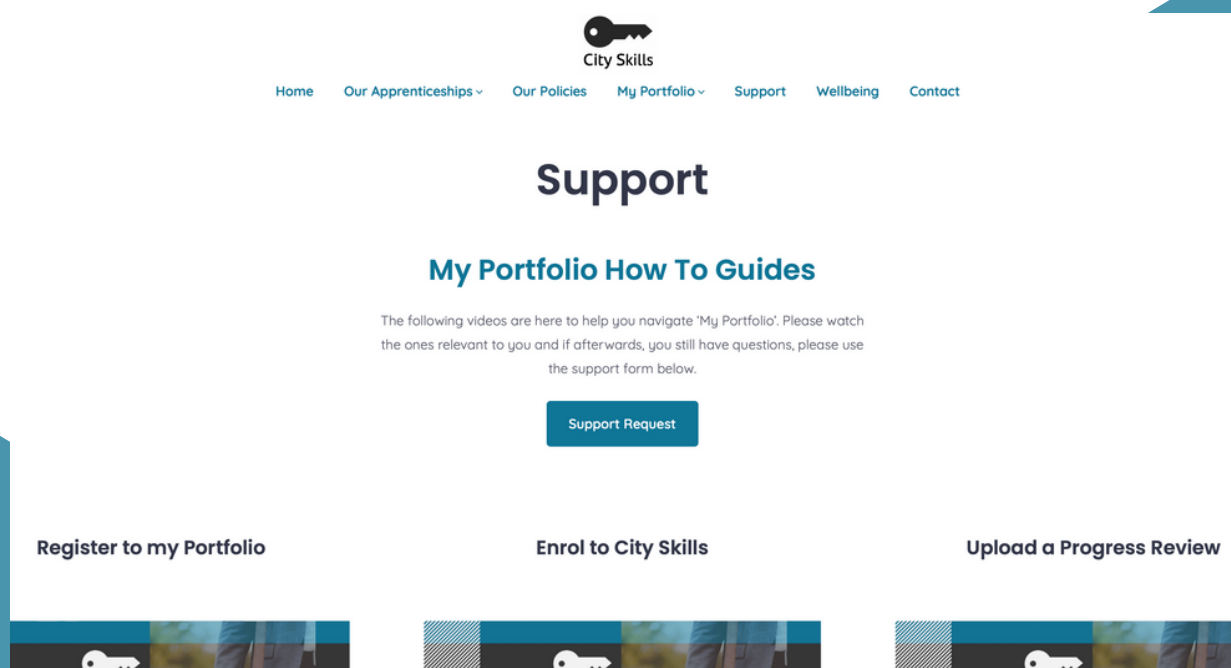
Your Facilitator/Development Coach will support you to understand what you need to do on My Portfolio between your delivery sessions.

Activities have been sequenced to build your knowledge, skills and

behaviours whilst giving you an opportunity to gather real life examples of how you have embedded your new skills to improve your working practice.

## Support

If at any time you need some support with the system we have a number of short video guides to support you navigate the system, as well as the ability to raise a support request for more specific enquiries.



# WELL-BEING

City Skills take the safety and well-being of their apprentices, employees and partners seriously. Which is why we are pleased to partner with Health Assured to provide you with our well-being resources. This page provides our apprentices and employees key support functions for their safety and well-being.

## Services Provided Include:

- 4 Week Programmes
- CBT Online Counselling
- Mini Health Checks
- Access to Medical Information
- Webinars
- Managing Staff Well-being Resources
- The App and Portal Resources
- An app Mood Tracker



# OVERVIEW

## Level 5 Operations Departmental Manager overview

The Level 5 Operations Departmental Manager Apprenticeship Standard consists of several knowledge, skills and behaviours (KSB). These have been designed by industry and approved by the Institute for Apprenticeships and Technical Education (IFaTE). You can view the required KSBs in full by clicking on the following [link](#).

## English & Maths

English & maths are required at a minimum of Level 2 (GCSE A\*-C or equivalent) for this apprenticeship. Please present evidence of these at the beginning of your apprenticeship. If you do not hold these, we will set out a plan to ensure you achieve them before your gateway meeting.

<b>Delivering Results</b>	<b>Managing People</b>	<b>Developing Relationships</b>	<b>Personal Effectiveness</b>	<b>Behaviours</b>
Approaches to Operational Management Organisational Strategy Developing Sales & Marketing Plans The Context of the Organisation Project Management Tools Writing Business Cases Scoping and Planning Projects Identifying and Managing Risk Business Finance Leading Effective Change Data Analysis & Report Writing Closing Down Projects Recruitment	Leadership v Management Leading Multiple Teams Motivating For Performance An Introduction to Coaching Delegation Building High Performing Teams Managing Performance Talent Management	Effective Communication in the Workplace Communicating Effectively on Social Media Building Trusted Relationships Giving and Receiving Feedback Identifying & Managing Stakeholders	The Importance of Self Awareness Collecting and Using Feedback Personal Development Time Management Problem-solving and decision making Reviewing Personal Growth Future Planning	Equality, Diversity & Inclusion Identifying and Sharing Best Practice Collaborative Working Best Practice - Meetings Developing Others

# GATEWAY

Once you have completed your training period you will move into end-point assessment. Before this takes place, you must pass a gateway meeting with yourself, City Skills Development Coach/Facilitator & your employer. For this, we will need-

Requirement	Example/Expectation/Form
Copies of your maths & English certificates (either completed with City Skills or exemptions if you have done them previously)	Good quality image or scan
The apprentice must provide evidence they have achieved all knowledge standards during the gateway meeting and pass the mock <b>knowledge test</b> .	Completed and passed Mock test
Your <b>portfolio of evidence</b> gathered during the apprenticeship learning duration, must be presented and include sufficient evidence referenced to each Learning Outcome in the Portfolio referencing table. The table provides detail of each Learning Outcome that needs to be met and gives an explanation of the level of competence required to meet each of these at 'Pass', or 'Distinction' level.	<a href="https://city-skills.com/wp-content/uploads/2021/04/uhdeu.xlsx">https://city-skills.com/wp-content/uploads/2021/04/uhdeu.xlsx</a>
The apprentice will complete a <b>project</b> towards the end of the apprenticeship, typically in the last 6 months of the apprenticeship prior to gateway. This will form the basis of a presentation and Q&A session. This must be completed for the gateway meeting.	<a href="https://city-skills.com/wp-content/uploads/2021/04/Operations-project-plan.docx">https://city-skills.com/wp-content/uploads/2021/04/Operations-project-plan.docx</a> <a href="https://city-skills.com/wp-content/uploads/2021/04/Worksheet-in-Level-5-Operational-Departmental-Manager-Apprenticeship-overview.xlsx">https://city-skills.com/wp-content/uploads/2021/04/Worksheet-in-Level-5-Operational-Departmental-Manager-Apprenticeship-overview.xlsx</a>
The apprentice will need to submit a copy of their <b>CPD log</b> to the independent assessor ahead of the professional discussion. The CPD template right can be used, however if the apprentice has access to their own template, they can submit this instead. This must be presented at the gateway meeting.	<a href="https://city-skills.com/wp-content/uploads/2021/04/CPD-Log-Template.docx">https://city-skills.com/wp-content/uploads/2021/04/CPD-Log-Template.docx</a>
Have your gateway meeting with yourself, City Skills Development Coach & your employer and record on the gateway form.	<a href="https://www.cognitoforms.com/CitySkills1/GatewayTripartiteAgreement">https://www.cognitoforms.com/CitySkills1/GatewayTripartiteAgreement</a>

# END-POINT ASSESSMENT GUIDE

The EPA: is the final assessment for an apprentice to ensure they can do the job of a Level 5 Ops Departmental Manager. There are two assessment methods that must be completed, in the following order:

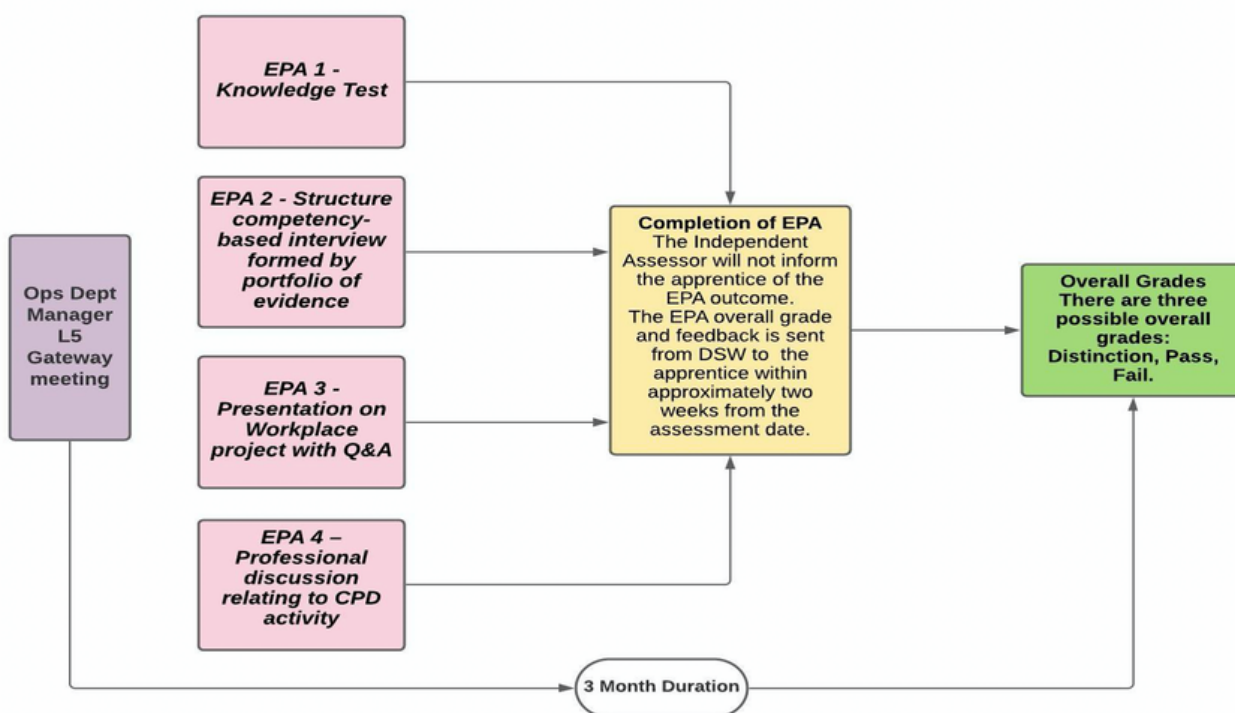
<b>Operations Departmental Manager EPA</b>		
<b>Requirement</b>	<b>Example/Expectation/Form</b>	<b>When</b>
<b>EPA1 – Knowledge Test</b>	<p>The knowledge learning outcomes will be assessed using a series of different scenario based multiple-choice questions to enable the apprentice to demonstrate their knowledge of those topics. The areas which are covered within the knowledge test are as follows:</p> <ul style="list-style-type: none"> <li>• Operational Management</li> <li>• Project Management</li> <li>• Finance</li> <li>• Leading People</li> <li>• Managing People</li> <li>• Building Relationships</li> <li>• Communication</li> <li>• Self -Awareness</li> <li>• Management of self</li> <li>• Decision Making</li> </ul> <p>The knowledge test is made up of 40 questions and the apprentice will have up to 60 minutes to complete this.</p> <p>The test will be delivered online using a web-based platform called question mark. Apprentices will be given access to a mock test and a question mark user guide once they have moved through gateway into the end-point assessment period.</p>	Date confirmed with EPA

<p><b><i>EPA2 – Ungraded Portfolio of Evidence used to inform the Structured Competency- based Interview</i></b></p>	<p>The portfolio of evidence assesses the skills and behaviours only; the knowledge outcomes are assessed via the other assessment methods. Compiled during 12 months of on-programme learning with guidance from the employer and/or training provider the apprentice will select appropriate evidence to meet the learning outcomes detailed in the portfolio referencing table.</p> <p>A structured interview between the apprentice and the independent assessor, to establish the apprentice’s understanding and application of the skills and behaviours and how they have been applied in the workplace.</p> <p>The purpose of the interview is to:</p> <ul style="list-style-type: none"> <li>• Gather evidence for any learning outcomes where none was seen in the portfolio</li> <li>• Explore any areas from the portfolio that are of particular interest</li> <li>• To consolidate and validate what has been seen in the portfolio</li> <li>• To give the apprentice an opportunity to provide further details to substantiate their evidence</li> </ul>	<p>The portfolio will be submitted to DSW after gateway has been approved and the apprentice, the ATP and/or the employer are confident that the portfolio provides evidence of each of the required criteria as detailed in the attached referencing table. The EPA assessor confirms within 5 working days whether the apprentice has demonstrated sufficient competence to enable them to proceed to the structured competency-based interview.</p>
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<p><b><i>EPA3 - Professional Discussion relating to CPD activity</i></b></p>	<p>The professional discussion relating to continuous professional development (CPD) activity is a discussion carried out between the apprentice and independent assessor. The apprentice gathers evidence throughout the duration of their apprenticeship. CPD does not focus solely on the apprenticeship programme but more broadly on the job role and activities they have undertaken.</p>	<p>The professional discussion will be completed remotely using technology that allows the apprentice to see and speak to the independent assessor. Duration 30 minutes. Date arranged with EPA assessor.</p>
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<p><b>EPA4 - Presentation on Work-based Project with Q&amp;A Session</b></p>	<p>The project will take place towards the end of the apprenticeship, typically in the last 6 months of the apprenticeship prior to gateway. The employer and training provider will work together with the apprentice to agree a project that is achievable within the constraints of the employer’s business but meets the needs of the standard. The project word count is 5000.</p> <p>The apprentice will be required to deliver a 15-minute presentation which describes the objectives and outputs of their work-based project. This will be graded against the five competency areas below:</p> <ul style="list-style-type: none"> <li>• Knowledge - Project Management</li> <li>• Skills - Project Management, Communication, Decision Making</li> <li>• Behaviours - Takes Responsibility</li> </ul> <p>The presentation can be delivered using software of the apprentice’s choice such as Microsoft PowerPoint and will be delivered remotely using web conferencing facilities, so the apprentice is able to share their screen and run through their presentation.</p> <p>Following the presentation, the apprentice will take part in a 15-minute Q&amp;A session with the end-point assessor. They will be asked a series of questions which the end-point assessor has around the project which may be areas which need exploring further.</p>	<p>The project will be submitted to DSW after gateway has been approved and the apprentice, the ATP and/or the employer are confident that the portfolio provides evidence of each of the required criteria as detailed in the attached referencing table.</p>
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### Operations Departmental Manager L5 End-Point Assessment Guide



# GLOSSARY

**Development Coach/Facilitator-**

This is the person who will support your learning.

**EPA-** This is an end-point assessment and it is the final stage of your apprenticeship.

**EPAO-** End-point assessment Organisation. This is an independent body that will assign your assessor when you reach your EPA.

**Gateway-** This is a meeting between the apprentice (you), the employer and City Skills to confirm that you have achieved all minimum requirements and ready to be assessed.

**My Portfolio-** This is an online platform to track your progression and offers a reminder of what you have achieved through evidence collection and your learner journal; as well as tasks to be completed.

**OTJ-** The amount of off-the-job training required over the duration of your apprenticeship. This includes your taught sessions, reading, assignments etc but also the time you spend at work practicing the new skills you have acquired eg an apprentice on a management apprenticeship might learn to complete a performance review, if they then do this with their 5 reports this would all be OTJ.

**Progress Review-** A review of how you are progressing

**Remote delivery-** Training sessions completely using a digital interface such as Zoom or Teams.

**ULN-** Unique Learner Number, a unique number assigned to you for this and future funded qualifications