

# Operations/Departmental Manager Level 5 - End-point Assessment

Achievement of the apprenticeship will depend on apprentices successfully completing a number of assessment activities. The methods used will ensure that the apprentice is assessed across the whole of the published Operations/ Departmental Manager Standard.

All candidates must participate in all elements of the End Point Assessment and achieve a minimum of 50% for each component. At this End Point Assessment, an **Independent Assessment Organisation** will assess the candidate's knowledge, full portfolio, work-based project and presentation. CPD learning will be assessed against the standard to ensure the apprentice has demonstrated the full range of skills, knowledge and behaviours detailed in the standard.



## Assessment Gateway

The employer will make the decision as to when the apprentice is ready, based on their being competent and performing in their role. This decision will be supported by input from the training provider.

## End Point Assessment

Following successful completion of the Gateway, the training provider will submit the apprentices' details to the **Independent Assessment Organisation** (which will have been chosen by the employer).

- **What will be assessed?** The knowledge, skills and behaviours required of an operations/departmental manager as set out in the standard will be assessed during the End Point Assessment.
- **How will it be assessed?** The End Point Assessment comprises a range of assessment methods, to build in rigour and ensure that all components of the Standard have been fully tested and met.

## End Point Assessment – Final Judgement

The Independent Assessor will make the final judgement as to whether the apprentice has fully met the requirements of the Standard.

The Independent Assessor will be from an organisation that is on the Register of Apprentice Assessment Organisations. It is expected that there will be a number of different organisations on the Register.

## End Point Assessment – Grading

The final assessment and grading will be undertaken by the Independent Assessor. Marks will be allocated across the areas being assessed, with a maximum possible mark of 100. The assessor will award marks based on their assessment of the components within the EPA. The marks will be based on how the evidence presented contributes to:

- What the apprentice has shown they can do against the requirements of their job role
- How the apprentice has approached and the way they have completed the task(s)
- Who the apprentice has worked with, demonstrating personal and interpersonal qualities they have brought to all their work relationships

EPA Evidence	Weighting	Max. Mark	Min. Mark
Knowledge test using scenarios and questions	30%	30	15
Structured competency based interview	20%	20	10
Assessment of portfolio of evidence	20%	20	10
Work based project, presentation and Q&A session	10%	20	10
CPD log/professional discussion	10%	10	5

The marks will then be combined to give the final grading:

Grade	Total Mark
Distinction	70+
Merit	60+
Pass	50+
Fail	Less than 50

## Further Information

For more information regarding this end-point assessment, please visit:

<https://www.instituteforapprenticeships.org/media/1496/operations-departmental-manager-assessment-plan-revised-25-10-17.pdf>

## The End Point Assessment will Comprise:

### Knowledge Test

The knowledge requirements within the Standard will be tested using a structured series of questions to assess the apprentice's knowledge to ensure all aspects are given coverage. It should be set at a level which would be expected to be achieved through a Level 5 Diploma (or equivalent) or from training of an equivalent standard, quality and scope.

A series of different scenarios and situations will be used, with a series of questions requiring responses which will demonstrate the apprentices knowledge of that particular topic. The knowledge test may be delivered online or be paper-based and is likely to be multiple choice. The assessment organisation will set out the test specifications including the number of questions to be included, time allowed and conditions for invigilation to ensure consistency and quality.

### Structured Competency Based Interview

The knowledge requirements within the Standard will be tested using a structured series of questions to assess the apprentice's knowledge to ensure all aspects are given coverage.

The interview can be conducted using a range of media (telephone interview, live media, online or written), whichever is the most appropriate for the apprentice.

### Assessment of Portfolio of Evidence

The completed portfolio will be assessed by the Independent Assessor who makes their own judgement on the quality of the work. It will comprise a collection of evidence (preferably in an online portfolio with written, audio and video evidence) which might include:

- Written statements
- Project plans
- Reports
- Observations (by Training Provider)
- Professional Discussion between Provider and Apprentice
- Presentations
- Performance reviews
- Feedback from line manager, direct reports, colleagues, customers and stakeholders (captured through discussion)
- Peer feedback – 180/360 degree assessment type approach

The evidence contained in the portfolio will comprise of complete and/or discrete pieces of work that cover the totality of the Operations/Departmental Manager Apprenticeship Standard. This will be a range of materials and documents generated over the period of the apprenticeship and which provide evidence of the apprentices' ability to apply and demonstrate management and leadership concepts.

The portfolio will be produced by the apprentice having first learned and applied the relevant skills/competencies and behaviours. It will demonstrate their very best work, enabling them to demonstrate how they have applied their knowledge and understanding in a real work environment to achieve real work objectives.

The portfolio will also show how the apprentice has demonstrated the behaviours, especially around contact with others, team work and areas where they have exceeded the requirements of the role. This can be in the form of manager's reports, emails, customer comments, peer review, etc.

The employer and the training provider will assist the apprentice to develop their portfolio to ensure that it is complete and that it covers the totality of the Standard.

## The End Point Assessment will Comprise:

### Presentation on Work based Project with Q&A session

The Work Based Project is one that represents the skills, knowledge and behaviours in the Standard. It provides a substantive evidence base from a business related project to demonstrate the application of skills and knowledge.

Each project must enable the following to be demonstrated:

- The application of knowledge and skills to meet the outcomes in the standard
- The approach to planning and completion of the project
- The application of behaviours from the standard

It is designed to assess apprentices in a consistent way, irrespective of their workplace and training provider. The employer and training provider will work together with the apprentice to agree a project that is achievable within the employer's business constraints whilst meeting the needs of the Standard. The project should be conducted as part of the apprentice's normal work. The employer should make allowance, in terms of time and resource, for the project to be undertaken. Any elements which need to be undertaken outside of normal work should be agreed between the employer, apprentice and training provider so that apprentices are not disadvantaged in any way from performing their job and meeting the requirements of the project.

The completed project work will be submitted to the independent assessor who will ensure that it demonstrates competence across the Apprenticeship Standard.

### The Presentation

The presentation focuses on the outcomes of the Work Based Project. It will be given to a panel comprising the independent assessor, training provider and employer. The apprentice will deliver a 15 minute presentation which describes the objectives and outputs of their work based project, and will demonstrate:

- What the apprentice set out to achieve
- What they have produced in the project
- How they approached the work and dealt with any issues
- Confirm the demonstration of appropriate interpersonal and behavioural skills

During the question and answer session the panel will be able to explore the apprentices' broader experiences to demonstrate that the knowledge and skills defined in the standard have been met.

### Practical requirements for the presentation:

- The presentation will take place following the completion for the project and the preparation of the final report
- The apprentice will receive appropriate notice of their presentation time (a minimum of 7 days' notice)
- A structured brief will be used to support the presentation to ensure a consistent approach
- The presentation will be of 15 minutes duration
- The Q&A session will be for 15 minutes duration
- The presentation will be conducted face to face or via live media, whichever is the most appropriate for the apprentice and employer.
- The apprentice must be put at ease to enable them to do their best

## The End Point Assessment will Comprise:

### Question and Answer session

The apprentice will provide responses to a series of competency based questions put to them by the panel members. The questions will require the apprentice to draw on their experiences throughout their apprenticeship but will also focus on the findings/recommendations made within their Work Based Project activity.

Further guidance will be developed by the employer group and provider steering group, on the nature of presentation and the assessment criteria used, as well as a template for the question and answer session.

### Professional Discussion relating to Continuing Professional Development

The apprentice will provide evidence of any additional learning/CPD undertaken during the apprenticeship including:

- Activity undertaken during the Level 5 Diploma or learning activity
- Details of any formal or informal learning undertaken
- Details of any professional discussions undertaken or support provided through Professional Bodies

The Independent Assessor will undertake a professional discussion with the apprentice to identify the objective of the activity and reflect on the outcome and how learning gained was applied.

### Further Information

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