

LEVEL 5

OPERATIONS MANAGER

WHAT DOES AN OPERATIONS MANAGER DO?

Operations Managers perform leadership and management duties with teams and senior managers to ensure that organisational goals are met. They are crucial for the smooth functioning of all departments and ensure business is maintained in accordance with legislation, policies and procedures. In their daily work, an employee in this occupation interacts with colleagues from various internal departments, including operations, human resources, finance, legal, IT, sales and marketing, and project groups. Operations managers also engage with external stakeholders such as customers, clients, and suppliers.



DURATION

24 months



SKILLS ENGLAND STANDARD & ASSESSMENT PLAN

L5 OM Standard



FUNDING

£9,000

WHAT NEEDS TO BE COMPLETED PRIOR TO END-POINT ASSESSMENT?

Before entering Gateway, the apprentice must complete the following on-programme assessment requirements:

- Level 2 English and maths (if applicable)
- A Portfolio of Evidence
- A completed on-programme Project, which will form the basis of the written project report in EPA

WHAT ARE THE GATEWAY REQUIREMENTS?

The employer, training provider and apprentice make the decision to take the apprentice through Gateway. The apprentice must achieve all the required on-programme elements before they enter Gateway and are ready for End-Point Assessment.

END-POINT ASSESSMENT

There are two parts to this End-Point Assessment, which can be completed in any order.

1 PROJECT WITH REPORT

The Project with Report begins on-programme where the apprentice completes a project to form the basis of the written report in the EPA. The written report is completed after Gateway, which will present a typical business task, appropriate for demonstrating the skills and knowledge in the occupational standard. It is submitted to EFI Awards, and the apprentice will then deliver a presentation, followed by questions and answers. The Project with Report is graded as Fail, Pass or Distinction.

2 PROFESSIONAL DISCUSSION UNDERPINNED BY A PORTFOLIO OF EVIDENCE

The Portfolio of Evidence, which is not directly assessed, provides a structure for the Professional Discussion. The apprentice must submit their Portfolio of Evidence to EFI Awards at Gateway. They should provide at least one piece of evidence for each of the minimum knowledge, skills and behaviours in the Assessment Plan. The Independent End-Point Assessor (IEPA) grades this as Fail, Pass or Distinction.

GRADING



DISTINCTION

Distinction in all assessment methods



PASS

Pass in all assessment methods



FAIL

Fail within any of the assessment methods

COMPLETION AND CERTIFICATION

We'll activate certification once the apprentice has successfully completed all EPAs, and the IEPA/IQA has verified this. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate.

NEXT STEPS

Apprenticeships are funded up to and including Level 6, and there are plenty to choose from. For a Level 5 Operations Manager, a Level 6 Chartered Manager might be a natural progression. For more information, get in touch with the EFI Awards team to discuss your options:

info@efiawards.co.uk