

TQUK APPRENTICESHIPS CAN TAKE YOU EVERYWHERE

DESTINATION: OPERATIONS / DEPARTMENTAL MANAGER APPRENTICESHIP

1 CHOOSE YOUR DESTINATION

Where do you want to go?

OPERATIONS / DEPARTMENTAL MANAGER APPRENTICESHIP

Operations/departmental managers take the reins of people and projects and are continually intent on achieving a company's short and long-term goals. They report to senior management or business owner, to keep them continuously informed about the overall operations and state of the business.

The knowledge, skills and behaviours the apprentice will learn in this apprenticeship will give them the ability to work in any industry in the private, public and third sectors. They'll be developing operational plans, overseeing projects, managing and leading teams, overseeing the financial health of the company, recognising and nurturing talent and coaching and mentoring.

Job titles for successful apprentices include Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.



2 TRAVEL AGENTS

Everything in order?

INITIAL ASSESSMENT PLAN

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

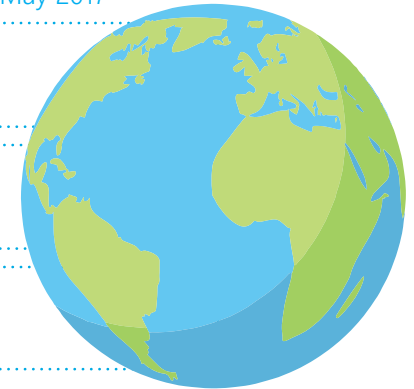


*£9,000 from May 2017

Funding Band: 9*

Duration: 2 ½ years

Level: 5



3 PREPARE YOUR LUGGAGE

Bring together the essentials for your trip!

ON-THE-JOB AND OFF-THE-JOB TRAINING

This is where the entire apprentice's training and development takes place. They will be busy making sure they have packed all the essential items to complete their journey. This may include a qualification if it is identified as a requirement in the standard.

It is strongly recommended, but not required, that on programme assessment of knowledge, skills and behaviour outcomes en-route to the final synoptic end-point assessment takes place.

Recommended programme (not required):

- Completion and achievement of a relevant Level 5 Diploma in Leadership & Management or equivalent management qualification and recognised by Ofqual, equating to at least 370 hours Total Qualification Time (37 credits). Where a qualification is not used, there should be provision of underpinning knowledge and training with regular assessments to an equivalent standard, quality and scope which can be evidenced
- A work based project
- Development of a portfolio of evidence
- Regular Performance Reviews Regular performance reviews between apprentice and line manager
- Feedback from line manager, direct reports, peers and customers/stakeholders (including 180/360 degree feedback or equivalent)

The decision on readiness to progress to the End-point assessment will be taken by the line manager and apprentice with input from the Training Provider.



4 CHECK IN

Are you ready to fly?

GATEWAY

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

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AIRPORT SECURITY

The final hurdle before flight.

END-POINT ASSESSMENT

There are five assessment elements:

Knowledge Test (30%)

This portion of the end-point assessment is designed to test the apprentice's knowledge of what they've learned throughout the apprenticeship. A series of different scenarios and situations will be used that will require responses demonstrating your knowledge of the particular topic. The test may be delivered online or may be paper-based and will likely be multiple choice. The Apprentice Assessment Organisation will set out the test specification including the number of questions to be included, time allowed and conditions for invigilation to ensure consistency and quality. The level of difficulty is what would be expected of an apprentice to achieve taking a Level 5 Diploma or equivalent.

Structured Competency-Based Interview (20%)

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.

Portfolio Assessment (20%)

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 with a 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 standard.

CPD Log / Professional Discussion (10%)

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

- 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 10

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.



Work-Based Project, Presentation and Q&A Session (20%)

The Work Based Project is one that represents the skills, knowledge and behaviours outlined in the Standard. It provides a substantive evidence base from a business related project to demonstrate the application of skills and knowledge. The project will take place towards the end of the apprenticeship – likely to be during the 6 months. Each project must demonstrate the application of knowledge and skills to meet the outcomes in the standard, the approach to planning and completion of the project and the application of behaviours from the standard.

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 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
- What the apprentice set out to achieve

Once the presentation is complete, 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.

Grading

END-POINT ASSESSMENT EVIDENCE	Weighting	Maximum Mark	Minimum 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	20%	20	10
CPD Log / Professional Discussion	10%	10	5

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

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TRAVEL

Almost at your destination!

COMPLETION AND CERTIFICATION

The apprentice is on the plane and travelling towards their destination. Once the assessor verifies the apprentice has successfully completed all end-point assessments, TQUK will initiate the certification process. Working with the Education & Skills Funding Agency, we will ensure the apprentice receives their certificate in recognition of completing their apprenticeship.

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HIT THE BEACH

You're ready to go!

OCCUPATIONAL COMPETENCE

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

