



OPERATIONS / DEPARTMENTAL MANAGER LEVEL 5 APPRENTICESHIP STANDARD

End Point Assessment Organisation: Skillsfirst
Embedded qualification: ILM Level 5 Diploma for
Operational Leaders & Managers



Group Workshops: 16

1-2-1 Sessions: up to 15 visits with a skillscoach.

Your skillscoach will work with you to build up your portfolio, complete functional skills (where required) and prepare for your end point assessment.

Workshop modules

Module 1 - Awareness and Management of Self

Module 2 - Leading People

Module 3 - Managing People Part 1

Module 4 - Managing People Part 2

Module 5 - Operational Management Part 1

Module 6 - Operational Management Part 2

Module 7 - Recap Session

Module 8 - Building Relationships

Module 9 - Communication

Module 10 - Decision Making

Module 11 - Recap Session

Module 12 - Project Management Part 1

Module 13 - Project Management Part 2

Module 14 - Finance Part 1

Module 15 - Finance Part 2

Module 16 - Recap Session



Expected Progress Plan

Mth 1	Mth 2	Mth 3	Mth 4	Mth 5	Mth 6	Mth 7	Mth 8	Mth 9
6%	12%	18%	24%	30%	36%	42%	48%	54%

FCT Skills
achievement

Mth 10	Mth 11	Mth 12	Mth 13	Mth 14	Mth 15	Mth 16	Mth 17	Mth 18
60%	66%	72%	80%	85%	90%	100%	100%	EPA GATEWAY

EPA Gateway
Paperwork

Entry requirements: Level 1 or higher initial assessment results: See functional skills explainer.

End Point Assessment details: See EPA Guidance explainer for the assessment methods used for this standard.



FUNCTIONAL SKILLS

- All apprenticeships require the achievement of functional skills in maths and English
- We will complete an initial assessment on BKSb with you to determine your current working level for each subject
- From there, we will put together the best learning plan for you to achieve the qualifications
- You may be exempt from this component of the apprenticeship programme if you can show certificates that meet the exemption criteria

Initial Assessment Level	Level 2 Apprenticeship	Level 3 or above Apprenticeship
Level 2+	<ul style="list-style-type: none"> • Your skillscoach will support you to complete functional skills English and Maths at Level 1 • This will be completed by month 5 of your apprenticeship • English consists of 3 parts: Reading, Writing and a Speaking & Listening exam • Maths: 1 exam 	<ul style="list-style-type: none"> • Your skillscoach will support you to complete functional skills English and Maths at Level 2 • This will be completed by month 5 of your apprenticeship • English consists of 3 parts: Reading, Writing and a Speaking & Listening exam • Maths: 1 exam
Level 1-1.9	<ul style="list-style-type: none"> • Your skillscoach will support you to complete functional skills English and Maths at Level 1 • This will be completed by month 5 of your apprenticeship • English consists of 3 parts: Reading, Writing and a Speaking & Listening exam • Maths: 1 exam 	<ul style="list-style-type: none"> • A functional skills tutor will support you to complete functional skills English and Maths at Level 2 • This will be completed by month 5 of your apprenticeship • English consists of 3 parts: Reading, Writing and a Speaking & Listening exam • Maths: 1 exam
Entry 3	<ul style="list-style-type: none"> • A functional skills tutor will support you to complete functional skills English and Maths at Level 1 • This will be completed by month 5 of your apprenticeship • English consists of 3 parts: Reading, Writing and a Speaking & Listening exam • Maths: 1 exam 	<ul style="list-style-type: none"> • We will discuss the best route forward for your apprenticeship with you and your employer
Entry 2 or below	<ul style="list-style-type: none"> • We will discuss the best route forward for your apprenticeship with you and your employer 	<ul style="list-style-type: none"> • We will discuss the best route forward for your apprenticeship with you and your employer
Exemption Examples	<ul style="list-style-type: none"> • GCSE English and Maths at Grade E or above, or Level 2 and above (for GCSE 2018 onwards) • Level 1 Functional Skills in English and maths or Keys Skills in Communication and Application of Number • Level 1 Adult Certificate in Literacy and Numeracy 	<ul style="list-style-type: none"> • GCSE English and Maths at Grade C or above, or Level 4 and above (for GCSE 2018 onwards) • Level 2 Functional Skills in English and maths or Keys Skills in Communication and Application of Number • Level 2 Adult Certificate in Literacy and Numeracy



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