

# Operations or Departmental Manager

## ① What the role entails

An Operations or Departmental Manager is someone who manages teams and/or projects, and achieves operational or departmental goals and objectives as part of the delivery of the organisation's strategy. They are accountable to a more senior manager or business owner. Key responsibilities may include creating and delivering operational plans; managing projects; leading and managing teams; managing change; financial and resource management; talent management; coaching and mentoring.



## ② On-programme assessment

The apprentice must achieve the following on-programme assessment requirements prior to Gateway:

- Level 2 English and maths
- Completion of a Portfolio of Evidence



## ③ Gateway requirements

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider and apprentice. The apprentice must have completed all the on-programme elements before they enter Gateway, including the completion of a Portfolio of Evidence. The apprentice must also submit a brief summary of a Project Proposal at Gateway.



## ④ End-point assessment

The end-point assessment (EPA) for Operations or Departmental Manager contains 2 methods of assessment as outlined below:

### Professional Discussion underpinned by a Portfolio of Evidence

The Professional Discussion will last for 60 minutes and is graded Fail, Pass, Distinction.

### Project Proposal, Presentation and Questioning

This assessment method consists of 2 components; the Project Proposal and the Presentation with Questioning. The Project Proposal will be 4,000 words and the maximum duration is 12 weeks. The Presentation with Questioning will last 60 minutes. These components will be assessed holistically and the assessment method will be graded Fail, Pass, Distinction.

## ⑤ Grade aggregation table

Professional Discussion underpinned by Portfolio of Evidence	Project Proposal, Presentation and Questioning	Overall Grade
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

If the apprentice fails one or more assessment method the overall grade will be a Fail.

## ⑥ Completion and certification

Once the IEPA verifies the apprentice has successfully completed all EPA methods, EPA Plus will activate certification. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate.



## ⑦ What next?

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

## Why choose EPA Plus?

We are an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across Health, Education & Care and Business apprenticeship standards. EPA Plus offers flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.