

End-Point Assessment Specification

# Operations or Departmental Manager

Level 5



## 1 *What the* ROLE ENTAILS

The Operations or Departmental Manager L5 v1.2 (ST0385) standard was developed to prepare an apprentice for an Operations or Departmental Manager role. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. 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

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

- Level 2 English and Maths
- Portfolio of evidence compiled during the on-programme phase of the apprenticeship.
- Project Proposal Title and Scope

## 3 *Gateway* REQUIREMENTS

The employer, independent training provider (ITP) 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.



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## 4 End Point ASSESSMENT

### Professional discussion (PD) underpinned by a portfolio of evidence

The PD is not simply a question-and-answer session but an in-depth two-way dialogue between the apprentice and the IEPA. It allows the apprentice to use the questions asked by the IEPA as a starting point to explore their own practice and experiences and demonstrate their occupational competence. The portfolio is submitted at gateway and must evidence all of the KSBs mapped to this assessment method. The IEPA will use the contents of the portfolio to identify discussion areas for the PD.

### Project proposal, presentation, and questioning

This assessment method begins with the submission of the Project Proposal Title and Scope template<sup>1</sup> at gateway. This document is reviewed by the EPAO to ensure that the proposed project has the capacity to meet the KSBs mapped to this assessment method. Once the project title and scope are agreed, the apprentice has 12 weeks to complete the Project Proposal and Presentation. This is submitted to the EPAO, and the EPA session takes place 2 weeks later. The apprentice delivers the presentation on the day or their EPA and this is followed by questions from the IEPA.

Both assessment methods are graded, and the result is communicated to the apprentice, employer, and training provider.

### View the full IFATE Operations or Departmental Manager

[Operations or Departmental Manager / Institute for Apprenticeships and Technical Education](#)

## 5 Completion & CERTIFICATION

Certification takes place once the apprentice has successfully completed all EPA elements. Working with the apprenticeship certificate issuing authority, we will ensure the apprentice receives their certificate.



### Why choose Steadfast EPA?

We are an Ofqual approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across health, education, care, and business apprenticeship standards. We offer flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support. We believe that we offer a premium service to our clients, combining excellent customer service with high quality, fair and robust end point assessments



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