

Operations/ Departmental Manager

★ Level 5

£ £7,000

📅 30 months

1. What the role entails

An Operations/Departmental Manager is generally someone who is able to manage teams or projects and has responsibility for planning, delivering and achieving departmental goals and objectives. Accountable to a more senior manager, head of department or small business owner, they are responsible for the operational delivery of the organisation's strategy.

2. On-programme assessment

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

- Level 2 English and maths
- A developed Portfolio of Evidence
- A complete Work-based Project
- Preparation for Competency-based Interview
- A complete CPD log including copies of any ILPs or training plans and any certificates achieved.

3. Gateway requirements

The decision to take an apprentice through Gateway is made between the employer, independent training provider (ITP) and apprentice. The apprentice must have achieved all the required on-programme elements before they enter Gateway.



[View the full IfATE Operations/Departmental Manager standard](#)

4. End-point assessment

The end-point assessment (EPA) for Operations/ Departmental Manager contains 5 methods of assessment:

Multiple Choice and Short Answer Test

Using a series of questions relating to different scenarios and situations, apprentices are required to demonstrate their knowledge of leadership and management in relation to specific topics. This will be a 35 minute on-demand test.

Grade weighting - minimum 15 marks out of 30, and carrying 30% of the final grading.

Competency-based Interview

The Independent End-Point Assessor (IEPA) uses a structured series of questions to test the knowledge and application of learning relating to the modules identified in the assessment plan. The Interview will last for a maximum of 60 minutes.

Grade weighting - minimum 10 marks out of 20, and carrying 20% of the final grading.

Portfolio of Evidence

The apprentice must assemble a Portfolio of Evidence that demonstrates learning and development activities and their application in the workplace.

Grade weighting - minimum 10 marks out of 20, and carrying 20% of the final grading.

Work-based Project and Presentation

The apprentice's 15-minute Presentation describes the objectives of their Work-based Project and should demonstrate what the apprentice set out to achieve, what they produced, how they approached the work and dealt with issues, and appropriate interpersonal and behavioural skills. This is followed by a 15 minute Q&A session.

Grade weighting - minimum 10 marks out of 20, and carrying 20% of the final grading.

Professional Discussion relating to CPD activities

In this concluding assessment module, the IEPA leads a 20-30 minute discussion to uncover additional evidence of personal development activities and how this learning was applied to the role and workplace.

Grade weighting - minimum 5 marks out of 10, and carrying 10% of the final grading.



5. Grade aggregation table

| End-Point Assessment Evidence | Weighting | Maximum Mark | Minimum Mark to be attained |
|--|-----------|--------------|-----------------------------|
| 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 |

| Grade | Fail | Pass | Merit | Distinction |
|-------------------|--------------|-------|-------|-------------|
| Total Mark | Less than 50 | 50-59 | 60-69 | 70+ |

6. Completion and certification

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

7. What next?

Once the Level 5 Operations/Departmental Manager Apprenticeship is complete, the learning doesn't stop. We offer a full suite of programmes designed to take your apprentice onward up the career ladder. Their next step is Chartered Manager (Level 6).

Why choose NCFE?

We're an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across health, education and care, and business apprenticeship standards. We offer flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.