

## Level 5 Operations / Departmental Manager End-Point Assessment

An Operations or departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner. 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. Roles may include: Operations manager, Regional manager, Divisional manager, Department manager and Specialist managers.

**Fee** £1000

**Maximum Funding** £7000

### Gateway Requirements

Individuals will need to achieve the following prior to undertaking their end-point assessment:

- English and mathematics at Level 2
- A portfolio of evidence to underpin the Professional Discussion
- The project proposal's subject, title and scope

### Get in touch to find out more

For further information on registering your apprentices on this end-point assessment, contact our team by email or by calling 0115 854 1620.

### The Assessment

The apprentice will be assessed against the Operations / Departmental Manager requirements. The methods of assessment are:

- Professional Discussion underpinned by a portfolio of evidence
- Project Proposal, Presentation and Questioning

### Why choose BIIAB?

We specialise in various sectors for end-point assessment. Our experience with the standards for these industries means we know exactly what employers and apprentices need, making the assessment process clear, easy to use and responsive.

We are passionate about apprenticeships and the futures of your apprentices. By conducting high-quality end-point assessment services and ensuring that training providers, employers and apprentices are fully supported throughout, we aim to provide your apprentices with the best start in their career.

*British Institute of Innkeeping Awarding Body (BIIAB) is the End-point Assessment Organisation (EPAO) that is approved and registered with the Education and Skills Funding Agency (ESFA) for this apprenticeship. Delivery of this end-point assessment is monitored, on behalf of the Institute for Apprenticeships and Technical Education (IfATE), by the External Quality Assurance Organisation, Ofqual.*