

Apprenticeship standard (England only)

Operational Delivery Officer




Industry: Public Services

City & Guilds code: 3817

LARS number: 36



A City & Guilds Group Business

-  **Minimum duration: 12 months**
-  **Funding band: 4 (£3,000)***
-  **Level 3**

*Funding bands from May 2017

On-programme learning: Available

End-point assessment (EPA): Open for registrations

Public service operational delivery officers work in most departments and agencies in central government delivering services for towns, cities, boroughs or counties. The roles include: giving people welfare or pensions advice, issuing UK passports, supporting citizens in court, responding to outbreaks and incidents, co-ordinating information and deploying resources. When trained, apprentices may move around roles or departments to develop and make the most of their skills.

The Department for Business, Energy and Industrial Strategy (BEIS) approved the new standard. It does not directly replace any of the SASE pathways.

City & Guilds – helping you with an expert solution

There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.



Plan

Helping you plan and prepare for the new standards with a bespoke solution to make the most of your investment in apprentices.



Attract

Simple online vacancy and candidate set up, TalentPortal can connect you to the talent you need to fill your apprenticeship vacancies.



Deliver

High-quality, online and offline content to help draw out the skills, knowledge and behaviours to prepare apprentices for end-point assessment as well as tracking options to monitor performance.



Assess

Support for you and your apprentices to prepare for end-point assessment by our first-rate, fully trained assessors. Our simple, flexible service meets the demands of your team and your partners.

The apprentice journey



1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship. It may include a qualification if set in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study and support.

1 On-programme: what apprentices need to learn

On-programme is the learning phase for apprentices to pick up the skills, knowledge and behaviours set in the standard. Apprentices must complete 20% off-the-job training during on-programme. Specific rules govern this and it must take place in the apprentice's contracted hours.

The structured workplace development, with agreed performance objectives and a performance development plan for each year, help build the learning around competencies and skills as set out in the standard. There should be regular reviews of performance and progress.

Apprentices must take two qualifications (graded pass or fail):

- Level 2 Award in Operational Delivery (Principles) to develop the knowledge needed for work and/or career progression in operational delivery. It includes units on principles of working in operational delivery, providing customer service and equality and diversity.
- Level 3 Certificate in Operational Delivery (Advanced) includes units on working in operational delivery, providing customer service, managing team performance, operational delivery interviews and visits.

Core behaviours for this standard are: changing and improving, making effective decisions, leading and communicating, collaborating and partnering, building capability for all, managing a quality service and delivering at pace.

Our resources and tools that support on-programme delivery

Our core content for this standard covers Prevent, British values, equality and diversity, and health and safety which gives you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content.

We also have:



Mandatory qualifications

Our qualifications meet the needs of the standard and let apprentices develop the knowledge needed for work and/or career progression within operational delivery. See more on [cityandguilds.com](https://www.cityandguilds.com) (search 3815)



Learning Assistant

Innovative and cost effective e-portfolio solution that lets you dramatically improve the delivery of their apprenticeship standards by tracking apprentices' progress online in real time. And helps authorise and evidences 20% off-the-job learning.



Guidance documents

- Handbooks containing the 3815 knowledge qualifications with learning guidance.
- Advice on gathering evidence for the practical standards and behaviours.
- Guidance on how to prepare evidence to contribute to the summative showcase portfolio.

Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: [cityandguilds.com/functionalskills](https://www.cityandguilds.com/functionalskills)



2 Gateway

The employer and provider must sign off the apprentice as ready to move on to end-point assessment.



3 Assess

The end-point assessment must demonstrate that the apprentice can perform in the occupation in a fully competent, holistic and productive way.

The assessment will be graded if required by the standard.

The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.



4 Apprenticeship certificate

On successful completion, the end-point assessment organisation will apply to the Education and Skills Funding Agency (ESFA) for the apprenticeship certificate. The certificate is sent to the apprentice's employer.

2 Gateway

To move on to EPA, the apprentice must pass both mandatory qualifications and show evidence to their line manager of the relevant skill and behaviours as set out in the standard. They must also achieve maths and English Level 2 (or equivalent) if not already achieved.

3 End-point assessment (EPA): how apprentices demonstrate their learning

EPA is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must demonstrate their learning to an independent end-point assessor and the overall grade available is distinction, pass or fail.

Assessment events are:



Showcase portfolio

The apprentice must build up evidence of their work during their apprenticeship. The apprentice will create a showcase portfolio by selecting appropriate evidence to show the minimum requirements of the standard at the final stage of the programme. It will prove their professional competence.

50% of the final mark.



Work-based project

Apprentices research and analyse a specific issue, situation or problem then develop solutions and make recommendations for improvement, implementation and/or resolution.

20% of the final mark.



Presentation

Apprentices present to a panel about a typical and substantive work-based topic that reflects occupational competence. By using their communication and IT skills to present, this is a chance for apprentices to add further evidence of their competence.

20% of the final mark.



Interview

Panel members will interview the apprentice to explore particular areas of learning, analyse the full range of evidence created over the apprenticeship and confirm performance against the standard.

10% of the final mark.

Our resources and tools that support end-point assessment

We are on the register of end-point assessment organisations and our EPA service includes support resource as well as flexibility around assessment delivery and a dedicated EPA team to support you.



EPA preparation tool

Online content to help the apprentice feel ready for their EPA experience. Personalised to their confidence levels and the standard, they're sent free access details once they're registered with us for EPA.



EPA team

Our dedicated EPA team is on hand to help with bookings and questions on anything from the assessment process to evidence portfolios.



EPA pack and guidance

Let our support, including short videos and how to guides help you get to grips and stay on track with the EPA process.

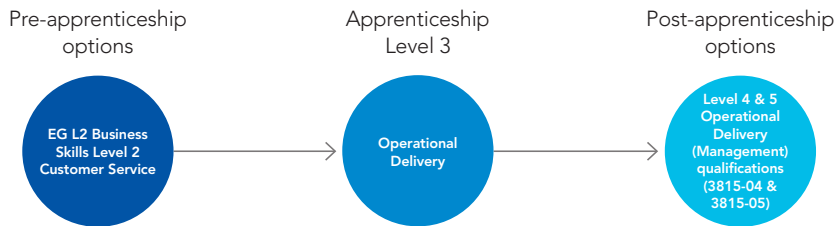


4 Apprenticeship certification

As well as receiving their Institute for Apprenticeships (IfA) apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for end-point assessment.

Progression with City & Guilds Group

This apprenticeship is part of our wider offering in the sector and you can develop new and existing talent with ILM management apprenticeships including: Team Leader/ Supervisor Level 3; Operations/Departmental Manager Level 5; Chartered Manager Degree Level 6 and the Senior Leader Master's Degree Level 7.



Developed with an employer group including: Department for Work and Pensions, HMRC, Home Office, Department for Transport, Ministry of Justice and Kent County Council.

How our offer supports you:

Supportive payment structure

When you choose us for EPA you pay a small registration fee and the balance once the EPA has taken place and results submitted.

Personal support

Our Technical Advisors, Business Managers and Customer Service teams are on hand to help you with all aspects of apprenticeships.

Specialist online tools

Our e-Functional Skills can boost maths and English; Skills Zone develops workplace behaviours and skills; and our e-portfolio, Learning Assistant, lets you manage assignments and track the 20% off-the-job training requirement.

Events and webinars

We deliver a range of events and webinars run by industry specialists to advise and guide you, including regional networking and CPD events.



More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager to find out prices and if any elements are extra to the package. If you're a new customer, contact apprenticeships@cityandguilds.com to find out more.

Or visit cityandguilds.com/apprenticeships for full information on our apprenticeship products and services. Visit i-l-m.com/apprentice for information on management apprenticeships.