

Apprenticeship standard (England only)

Investment Operations Administrator

Industry: Financial Services

City & Guilds code: 7418

LARS number: 29



A City & Guilds Group Business

-  **Minimum duration: 12-18 months**
-  **Funding band: 7 (£5,000)***
-  **Level 2**

*Funding bands from May 2017

On-programme learning: Available

End-point assessment (EPA): Open for registrations

The investment operations administrator role typically sits within the operations area of stock exchanges, stockbroker, investment manager, banks, financial advice and wealth management firms, investment consulting and investment administration businesses. A competent employee at this level will be able to perform routine, non-complex tasks in these businesses.

The Department for Business, Energy & Industrial Strategy (BEIS) approved the new standard in March 2015 it replaces the current Intermediate Apprenticeship in Providing Financial Services (Investment Operations Pathway) Specification of Apprenticeship Standards for England (SASE) framework.

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 each 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. You can track and authorise the 20% through our e-portfolio, Learning Assistant On-programme assessment uses an in-house performance management process through coaching, support and one-to-ones. Support and training from the training provider should make sure that the apprenticeship requirements are met and fully understood.

Apprentices could also complete a professional qualification such as the Fundamentals of Financial Services managed by CISI, which will help them towards professional membership of the CISI later.

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 give you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content.

We also have:



Learning Assistant (e-portfolio)

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 authorises and evidences 20% off-the-job learning.



Guidance documents

EPA guidance documents give information on EPA methods, preparation and other information could support your delivery of on-programme, for example in evidence gathering.

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 line manager and training provider review the apprentice's progress and agree if they've achieved the competency levels required against learning outcomes. They will authorise the apprentice to proceed to EPA, or suggest a remedial plan if required.

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 grades available are distinction, pass or fail. Assessment events are recorded and are:



Professional discussion

A structured interview with the apprentice and independent end-point assessor to cover the broad range of knowledge, skills and behaviours from the detailed standard. It will explore:

- areas best done face-to-face e.g. softer skills like communication
- evidence submitted in the portfolio, e.g. application of the knowledge in the role
- how the apprentice has progressed in their role and their approach to work.

The recording of the discussion is uploaded to our EPA portal, along with the portfolio, for final assessment by us.



Portfolio of evidence

This is real work activity by the apprentice, usually completed towards the end of the apprenticeship, that shows synoptically the application of knowledge, skills and behaviours within the standard. It will demonstrate the competence in the environment and is likely to cover most of the standard. Evidence could be: written work, small projects, performance review information, workplace observations, case studies, emails, customer comments, witness testimonies etc.

Find out more at:

[cityandguilds.com/apprenticeships](https://www.cityandguilds.com/apprenticeships)

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.

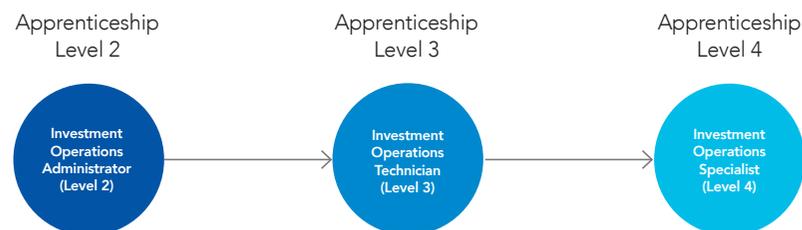


4 Apprenticeship certification

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: AON Hewitt, Charles Stanley Barnett, Waddingham LLP, Castlefield, JP Morgan, Mercer, BNY Mellon, International Financial Data Services, M&G Investments, Rathbones, Royal Bank of Scotland, Chartered Institute for Securities & Investment (CISI) and CFA Institute.

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