



Overview

End-Point Assessment (EPA) is the final assessment for an apprentice. An apprentice cannot achieve their apprenticeship without passing the End-Point Assessment.

EPA is an opportunity for an apprentice to showcase what they have learnt during their apprenticeship as an Operations Manager. This assessment includes a Professional Discussion Underpinned by a Portfolio of Evidence and Written Project Report, Presentation and Questions.

The End-Point Assessment for Operations Manager Level 5 can be carried out remotely or face-to-face.



Gateway

Gateway requirements for an Operations Manager Level 5 apprentice include:

- Evidence the apprentice has achieved Level 2 maths and English.
- A Portfolio of Evidence demonstrating completion of the knowledge, skills, and behaviours
- Typically, 24 months on programme (minimum 12 months)



Assessment Methods

Professional Discussion Underpinned by a Portfolio of Evidence

This element will take the form of a Professional Discussion between the apprentice and the Independent End-Point Assessor. It gives the apprentice the opportunity to make

detailed and proactive contributions to confirm their competency across the KSBs mapped to the method. The Professional Discussion must last 60 minutes.

Written Project Report, Presentation & Questions

A Written Project Report involves the apprentice completing a significant and defined piece of work that has a real business application and benefit. The Project will take typically 6 months to complete and is undertaken and completed on programme and pre-Gateway. Apprentices will then prepare for and deliver a presentation that, along with the Written Project Report appropriately covers the KSBs assigned to this method of assessment. The Presentation with Questions must last 60 minutes.



Results

Results will be communicated within 10 working days of the final assessment.

If an apprentice Fails one or more component, they will be offered the opportunity to re-sit / re-take the component(s). It is then up to the apprentice's employer how many attempts an apprentice is given.

Where any assessment method must be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of a Pass. Re-sits and re-takes are not offered to an apprentice wishing to move from a Pass to a higher grade.



www.nqual.co.uk/epa/operations-manager-level-5/v1-4



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