



APPROVED
CENTRE

City & Guilds

Level 3 Public Service Operational Delivery Officer

This apprenticeship will give development opportunities to equip individuals to be an internationally recognised professional in the part of the Civil Service.

Operational Delivery Officers have the vital job of keeping the country running. They make sure that citizens get the services and protection they need, and help people understand what is available and what they need to do to comply with the rules.

Operational Delivery Officers make a difference every day to the lives of millions of people. They do hundreds of jobs in most departments and agencies in local government, delivering services for towns, cities, boroughs or counties.

Course content supports the above job profile and will also include:

- Understanding legislation, policies and procedures
- Gathering and managing information
- Customer Service

- Understanding team work, collaboration and partnership working
- Effective decision making
- Improving own performance
- Level 2 Award in Operational Delivery (Principles)
- Level 3 Certificate in Operational Delivery (Advanced)

Benefits for Learners

1. Develop a range of essential skills they can apply in their work place
2. Understanding of business theories to support their practice
3. A nationally recognised qualification

Benefit to the Business

1. Cost effective staff training and development programme
2. City & Guilds qualified staff
3. Strong team players that support business objectives and growth

Commitment

20% of a learner's contracted hours must be given to support the completion of their programme. Tutor led sessions are a mandatory part of the course along with any other learning activities set by the assessor or tutor. Maths and English may need to be undertaken in addition to the main qualification depending on previous attainment in these areas. It is likely that the learner will be required to undertake research, reading and write ups to support their learning. The programme requires 100% commitment from the learner & employer to ensure successful completion. This programme lasts approx. 18 - 24 months.

Delivery

Learners will attend regular theory sessions at one of our ACL centres and have access to a range of online resources. They will have a visit once a month with their assessor who will guide them through their Apprenticeship and prepare them for End Point Assessment. Reviews of progress are carried out every 12 weeks with the learner, their line manager and the assessor. Additional workshops and seminars will be available to all learners to support additional learning and the 20% off job learning requirement.

End Point Assessment (EPA)

End Point Assessment (EPA) takes place at the end of the apprenticeship programme and is a comprehensive holistic assessment of the learners' skills, knowledge and behaviours as defined in the apprenticeship standard. It is made up of four parts, all of which must be passed in order for an apprentice to demonstrate full competence and complete their programme.

Showcase Portfolio 50%: a portfolio of evidence of work will be compiled during the apprenticeship, successfully demonstrating the required values, knowledge, skills and behaviours. The apprentice must select appropriate evidence from their portfolio to demonstrate the minimum requirements of the standard at the final stage of the programme.

Work-based project 20%: apprentices will have to research and analyse a specific issue, situation or problem, develop solutions, and make recommendations for improvement, implementation and/or resolution. It must be based upon a substantive topic or issue which has practical relevance to the apprentice's employment context.

Presentation 20%: apprentices will present to a panel about a typical and substantive work-based topic which reflects occupational competence. The presentation will also demonstrate the apprentice's communication skills.

Interview 10%: this allows panel members to explore particular areas, to analyse the full range of evidence, and to confirm performance against the standard.

If the result is a fail then a resit will be agreed with both learner and employer.

Entry Requirements

Applicants must:

- Be working within a public service/sector support role
- Have English and Maths GCSE's or equivalent at grade C or be deemed able to achieve the required level as part of the programme
- Not hold a similar qualification
- Be employed and have the support of their employer to undertake the programme

Application Process

Applicants will:

- Complete an application form
- Undertake an Initial Assessment test that includes maths and English
- Have an interview with an ACL team member to assess suitability and eligibility

Employers will

- Sign a contract with ACL
- Consent to a health and safety checklist to be completed by an ACL team member
- Agree a payment schedule for the cost of the apprenticeship

Contact

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