



Apprenticeship Standard Operational Delivery Officer Level 3

Sector Public Service • **Level 3** • **Duration** 12-18 months • **Funding band** £3,000

Independent End-Point Assessment from SFJ Awards

SFJ Awards is a Government approved, End-Point Assessment Organisation (EPAO), working with employers to ensure high quality, valid and robust End Point Assessment (EPA).

End-Point Assessment is the final assessment for an apprentice to ensure that they are competent and can do the job they have been training for during their apprenticeship. EPA takes place at the end of the apprenticeship and is separate to any qualifications or other assessments undertaken during the on-programme stage of the apprenticeship.

Operational Delivery Officer End-Point Assessment

The Job Role

Public Service Operational Delivery Officers are usually employed in central and local government departments including Her Majesty's Revenue and Customs (HMRC), Border Force (part of the Home Office) and in Local Authorities across the country.

Apprenticeship Journey



On-Programme Training

During the on-programme delivery of the Apprenticeship Standard, the employer (and Training Provider) will support the Apprentice by providing training and mentoring to develop the Values, Knowledge, Skills and Behaviours needed to do the job.

Assessment Gateway

The Apprentice will enter the Gateway when their employer is satisfied that they are competent in their job role. This must be after the 12-month minimum period of learning and development and after completion of two additional mandatory qualifications. The Apprentice must also achieve maths and English Level 2 (or equivalent) if not already achieved.

End-point Assessment

The apprentice must demonstrate their learning to an Independent End-Point Assessor (IEPA) from SFJ Awards.

The EPA contains 4 elements as outlined below:

Showcase Portfolio	Workbased Project
The apprentice will create a Showcase Portfolio, selecting their best evidence of work-place competency to meet the minimum requirements of the standard	The apprentice will conduct a Project by carrying out research and analysis of a particular problem or area for improvement.
Presentation	Interview
The Apprentice will deliver a presentation to a panel about a typical and substantive work-based topic that reflects occupational competence	Panel members will interview the apprentice and explore specific areas of learning and development. This is the final part of the EPA.

Grading & Certification

The grading for this apprenticeship is **Pass** or **Distinction**. As well as receiving their Institute for Apprenticeships (IfA) apprenticeship certificate, the apprentice will also receive a Statement of Achievement from SFJ Awards.

How our offer supports you:

- Flexible pricing when you choose SFJ Awards for EPA
- Business support to help you with all aspects of apprenticeships
- Highly qualified specialist staff who understand your business

For more information, prices and no-obligation visit, please contact:

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