

# End-Point Assessment

## Public Service Operational Delivery Officer



Typical government funding band



Equivalent qualification level



Typical programme duration

A career in Public Service Operational Delivery is varied and involves working on the front line in different public-facing environments. The role includes collating data and putting evidence together, making sure it is correct. You may also be considering applications, analysing information and making decisions. 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. Working in most departments and agencies in central government, they also work in local government, delivering services for towns, cities, boroughs or counties.

## The Apprenticeship Journey

### On-Programme Training

The on-programme training is the learning phase for the apprentice to pick up the skills, knowledge and behaviours set in the standard. During the on-programme training the apprentice will need to:

- Achieve Level 2 Award in Operational Delivery (Principles)
- Achieve Level 3 Certificate in Operational Delivery (Advanced)
- Achieve a Level 2 English and maths qualification (if not already achieved)
- Complete a portfolio of evidence

### Gateway Requirements

Judgement of whether the Apprentice is ready for the EPA is taken by the employer (with guidance from the Apprentice and Training Provider). Apprentices should not be put forward for EPA until they are ready and have achieved the following:

- A pass in Level 2 English and maths
- A pass in the two mandatory qualifications in Operational Delivery
- A portfolio of evidence

# Public Service Operational Delivery Officer

## End-Point Assessment methods

The Public Service Operational Delivery Officer EPA will consist of 2 assessment methods. Work based project followed by a presentation of the project with questions and answers and a Professional discussion underpinned by the evidence portfolio. SFJ Awards will ensure the appropriate allocation of the independent assessor is made and our internal quality assurance team will assure consistent quality of assessment.

### Work based project followed by a presentation with questions & answers

The Apprentice will complete a project in the form of a 2500-word report which will include a minimum of 10 pieces of evidence.

The Presentation will require the Apprentice to describe how they have applied their knowledge, skills and behaviours required by the role as described in the Standard.

A 15-minute presentation will be a summary and overview of the work-based project.

### Professional Discussion

The professional discussion is meant to further establish the Apprentice understands the knowledge, skills and behaviours required of them, the professional discussion will last for 60 minutes. To ensure consistency and comparability the independent assessor will ask 6 pre-defined questions.

## Our Offer

At SFJ Awards we pride ourselves on being customer focused, and this combined with our sector expertise and assessment experience, ensures that employers and training providers are fully supported through the End-Point Assessment process.

For each apprenticeship, standard materials will be available to all employers and training providers who have a contract with us to deliver End-Point Assessment. These include handbooks, guides, document templates, and where applicable, mock assessments and practice tests. Our online portal makes registering, tracking and booking assessments simple.

At SFJ Awards our ethos is to provide a high quality service at a fair price.

### SFJ Awards

Consult House, 4 Hayland Street, Sheffield S9 1BY  
0114 284 1970 / [epa@sfjawards.com](mailto:epa@sfjawards.com)

