



**End Point Assessment
Organisation (EPAO)**

**Operations or
Departmental
Manager**

ICA is an end-point assessment organisation (EPAO) working with training providers and employers to deliver high quality, robust end-point assessment (EPA) across a range of apprenticeships. We are part of the leading professional body for the regulatory and financial crime compliance community.

ICA's vision is to inspire, educate and enable the international compliance community to think more, perform better and help the right business be conducted in the right way.

Why choose ICA as your End Point Assessment organisation?

We will provide:

- dedicated independent end-point assessors who are subject matter experts
- robust processes and quality assurance
- quick turnaround of results
- friendly, flexible and responsive staff
- a flexible, fair and easy-to-understand pricing structure
- a simple scheduling process, with a team on hand to support you at each stage
- an online platform for apprentices to use for collating and submitting portfolios, and
- guidance sessions for apprentices on how the EPA will be conducted



Excellent:
Good:
Fair:
Uncertain:
Poor:

Report Summary

Tradeline Overview	
Total:	37
Current:	32
Untrade:	0
Current Neg:	0
Historical Neg:	1

Account Status

Current Past Due:	\$0
Accts Paid:	\$193,450
Account Balance:	\$1,842
Monthly Payment:	

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Operations or Departmental Manager

Level 5

Route: Business and administration

Typical duration to gateway: 30 months
(this does not include EPA period)

Maximum funding: £7,000

ICA Standard EPA Fee: £1,200 per apprentice

The fee quoted is our standard fee - we can offer discounts based on the number of apprentices.

Apprenticeship occupation overview:

An operations or departmental manager is someone who manages teams and/or projects, and achieves operational or departmental goals and objectives, as part of the delivery of the organisation's strategy.

They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same.

Key responsibilities may include creating and delivering operational plans, managing projects, leading (and managing) teams, managing change, financial and resource management, talent management, coaching and mentoring.

Role Profile

The broad purpose of the occupation is to manage teams and projects in line with a private, public or voluntary organisation's operational or departmental strategy.

In order to do this, apprentices will need to develop the following knowledge, skills and behaviors.

- Operational management – contributing to strategic planning and creating plans in line with organisational objectives.
- Project management – Planning, organising, and managing resources to deliver required outcomes.
- Finance – monitoring budgets and providing reports, considering the financial implications of decisions, and adjusting their approach and recommendations accordingly.
- Leading people – being able to communicate organisational vision and goals and how these apply to teams.
- Managing people – developing, building, and motivating teams by identifying their strengths and enabling development within the workplace. Able to delegate and enable delivery through others.
- Building relationships – building trust, using effective negotiation, influencing skills and managing conflict.
- Communication – communicating effectively (verbal, non-verbal, written, digital) and being flexible in their communication style.
- Takes responsibility – demonstrating resilience and accountability, and determination when managing difficult situations.
- Inclusive – is open, approachable, authentic, is able to build trust with others, seeks the views of others and values diversity.
- Agile – being flexible to the needs of the organisation and open to new ways of working.

Knowledge, Skills, and Behaviours: What apprentices need to learn

The required knowledge, skills and behaviours of the Senior Compliance and Risk Specialist apprenticeship standard are found on the Institute for Apprenticeships & Technical Education (IfATE) website.



Gateway Requirements

The End-Point Assessment (EPA) gateway is when the ICA checks and confirms that apprentices have met any requirements required before they start the EPA.

At the end of the on-programme training period, the training provider and employer will need to agree that the apprentice has met the knowledge, skills and behaviours required for the apprenticeship standard.

Apprentices without Level 2 English and Maths will need to achieve these prior to taking the EPA. You will also need to provide evidence of passing one of the professional qualifications listed in the occupational standard.

At gateway, apprentices must submit:

- a portfolio of evidence to be used within your professional discussion, and
- a summary of the project that will be used for the project report, presentation, and questions.

Why choose ICA as your EPAO?

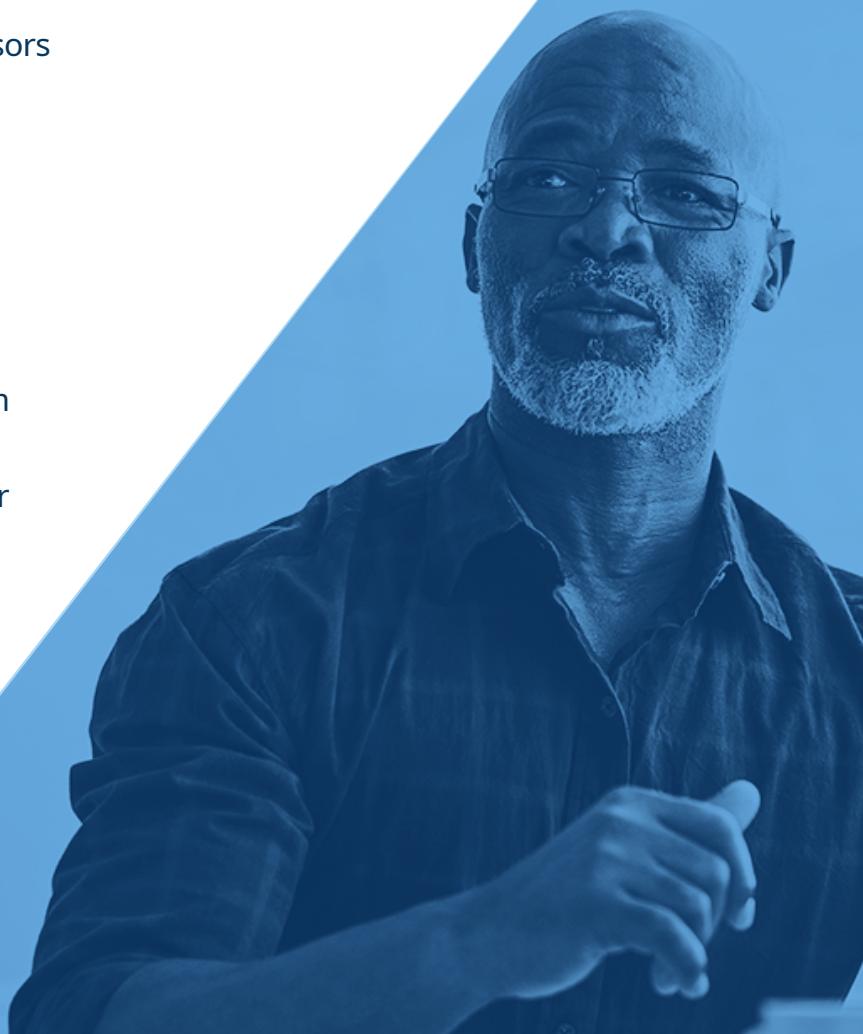
ICA will provide:

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- robust processes and quality assurance
- quick turnaround of results
- friendly, flexible, and responsive staff
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- guidance sessions for apprentices on how the EPA will be conducted.

End Point Assessment

All apprentices must take an independent assessment at the end of their apprenticeship training to confirm that they have achieved occupational competence. Rigorous, robust and independent EPA is essential to give employers confidence that apprentices completing an apprenticeship standard can actually perform in the occupation they have been trained in and can demonstrate the knowledge, skills and behaviours set out in the apprenticeship standard.

EPA can only be conducted by an independent EPAO.



The Assessment Plan for each standard outlines the assessment methods to be used. The EPA for this apprenticeship consists of the following mandatory elements.

Professional discussion, underpinned by a portfolio of evidence

This assessment will take the form of a 60-minute professional discussion, which will provide an opportunity for the apprentice to demonstrate their competence and excellence and to cover the knowledge, skills and behaviours assigned to this assessment method.

A professional discussion is a two-way discussion which involves both the assessor and the apprentice actively listening and participating in a formal conversation. It gives the apprentice the opportunity to make detailed and proactive contributions to confirm their competency across the knowledge, skills and behaviours mapped to this method.

Apprentices will collect evidence for a portfolio during their on-programme training and development, to evidence their learning and application of technical knowledge in practice, core regulatory competencies, and their values and behaviours.

The discussion verifies the content of the portfolio and that the apprentice has developed all of the skills, knowledge and behaviours listed in the apprenticeship standard.





Project proposal, presentation, and questioning

Apprentices will produce a 4,000-word proposal for project that has a real business benefit and which is based on any of the following.

- The need to review and implement a change plan to improve efficiency within the workplace.
- The continuous improvement review of a current process, service, or product to ensure it is still fit for purpose and meets the current needs of the business.

The need to implement a direct saving (e.g., percentage decrease in direct costs, reduction in headcount) across their team, department or organisation following a reforecast activity.

Apprentices can choose to look at other topics provided they cover the relevant knowledge, skills and behaviours, give adequate opportunity for the apprentice to meet the required 'pass' and 'distinction' grading criteria and are agreed with the ICA in advance.

Apprentices will then deliver a 20-minute online presentation which will focus on the project proposal and the operational and project management, decision making and the progress of the implementation of the project proposal to date. This will be followed by up to 40-minutes of answering questions from the assessor designed to draw out any further information.

Full information regarding the assessment methods is provided within the ICA Assessment Handbook for this EPA.

Grading

Each assessment is mandatory and both must be passed in order to attain an overall pass grade.

The overall EPA will be graded fail, pass, merit or distinction based upon the performance across the two assessments.

ICA's assessors will individually grade each assessment method – distinction, pass or fail.

To achieve an overall EPA 'pass', the apprentice must achieve a pass in both assessment methods.

To achieve an overall EPA 'merit', the apprentice must achieve a pass in one of the assessment methods and a distinction in the other.

To achieve an overall EPA 'distinction', apprentices must achieve a distinction in both assessment methods.

Results and Certification

Following the EPA, ICA will issue an EPA result letter and grade notification and apply to the Education and Skills Funding Agency (ESFA) to produce the final apprenticeship certificate.

Get in touch to discuss your EPA service requirements





End Point Assessment Organisation (EPAO)

Get in touch to discuss your EPA service requirements

Email epa@int-comp.org, call us directly on +44 (0) 121 362 7503, or complete the form at www.int-comp.org/epao to request a same day call back from the EPA Team.

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