

Public Service Operational Delivery Officer Level 3 Apprenticeship Standard

Who is it for:

This apprenticeship is for those entering or working in the operational delivery profession with responsibility for supporting and protecting citizens. 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. They do hundreds of jobs in most departments and agencies in central and local government, services for towns, cities, boroughs or counties.



Modules include:

- Range of services
- Negotiating and influencing
- Leading and communicating
- Legislation, policies and procedures
- Gathering and managing information



End Point Assessment:

- Work-based project with presentation and Q&A
- Professional discussion underpinned by portfolio of evidence



Grading:

- Fail / Pass / Distinction



Gateway requirements:

Apprentices will need to complete the following qualifications before gateway:

- Level 2 Award in Operational Delivery (Principles)
- Level 3 Certificate in Operational Delivery (Advanced)

Duration:

The apprenticeship will take between
12-18 months to complete.



Support:

The apprentice and organisation are supported by experienced Learning and Development Officers through high quality face to face contact, interim communication and regular tripartite progress reviews.

Progression:

Upon completion of the apprenticeship there are different routes available, these can include: management or specialist sector apprenticeships. Job opportunities may include senior support role, management positions.

