

Operational Delivery Officer Apprenticeship



Apprenticeship Standard Title	Public Services Operational Delivery Officer
Level	3
Sector	Public Services
Duration / Guided Learning Hours	13 – 18 months
Minimum Age of Learner	16 Years

The Programme

The Public Service Operational Delivery Officer (Level 3) apprenticeship standard has been created by the Government to ensure that the UK has enough people with the right skills to do the vital job of keeping the country running. Public Service Delivery Officers make sure that citizens get the services and protection they need. They make a difference to the everyday lives of millions of people and do hundreds of jobs in most Government departments and agencies.

We can deliver to existing staff to help upskill their roles as well as recruiting apprentices and new staff with this training as a part of their development. During the On-Programme delivery of the Operational Delivery Officer standard, the employer and Training Provider support the Apprentice by providing training to develop their Values, Knowledge, Skills and Behaviours. The Apprentice or member of staff will be supported during their apprenticeship using their workplace performance management systems.

This apprenticeship programme is designed to equip learners with an internationally-recognised professional qualification that offers a varied and interesting career path with good development opportunities. The job could involve anything from considering applications and carrying out searches, to assessing and collecting taxes, and supporting people back to work. The apprenticeship will provide learners with transferable skills which will enable them to move around roles or departments once trained.

This qualification allows learners to develop the knowledge required for employment and/or career progression within the Operational Delivery Profession.

The Operational Delivery Profession includes anybody that provides a service directly to customers and the public and also includes face-to-face, contact centre and processing roles. Some of the services that may be provided as part of this role could include:

- Helping people understand services
- Ensure products and services meet people's needs
- Ensuring public safety
- Managing cases and resolving customer enquiries
- Responding to incidents, coordinating information and deploying resources
- Lead and support operational delivery areas

Potential Job Roles

- Customer Service Team Leader
- Compliance Officer
- Human Resources
- Social Services
- Housing
- Waste management
- Youth Services
- Libraries
- Leisure
- Highways
- Planning and Environment

Employer Benefits

An apprenticeship is first and foremost a job with substantial training and the development of knowledge and skills and behaviours, including transferable skills. Apprentices must be in paid employment for the duration of their apprenticeship, and combine working with studying. Apprenticeships are a way for people of all ages to 'earn while they learn', gaining a qualification and a real future.

- Apprenticeships are a tried and tested way to recruit new staff, retrain or up-skills existing staff
- Opportunity to address Council workforce issues within teams ie encouraging young people into posts where known aging workforce
- Increases diversity and challenges sector stereotypes by increasing opportunities to underrepresented people and those facing barriers to employment
- Clear financial benefits as investment in apprenticeships has been proven to be repaid many times over
- Opportunity to develop supervisory / management / mentoring skills within existing staff

Programme Design

The qualification comprises of mandatory generic units, mandatory specialist units and optional modules.

Mandatory Requirements	
Functional Skills	Level
Maths	2
English	2
Qualification and Skills	
Combined Knowledge and Competence Based Qualification	Operational Delivery Officer
Employer Rights and Responsibilities	Employer Rights and Responsibilities
Personal Learning and Thinking Skills	Creative thinking Independent enquiry Reflective learning Team working Self-management Effective participation

Mandatory Principles Units		
Level	Unit	Unit Title
2	H/506/0274	Principles of working in operational delivery
2	A/506/0281	Principles of equality and diversity in operational delivery
2	T/506/0280	Principles of protecting data security in own area of responsibility

Mandatory Operational Delivery Units		
Level	Unit	Unit Title
3	A/506/0314	301 - Working in operational delivery
3	F/506/0315	302 - Safety and security in operational delivery
3	J/506/0315	303 - Principles of equality and diversity in operational delivery
3	Y/506/0403	304 - Resolving customer service problems in operational delivery

Minimum One unit to be agreed and completed bespoke to department requirements		
Level	Unit	Unit Title
2	K/506/0275	222 - Principles of providing customer service in a team
2	M/506/0276	223 - Principles of providing face to face customer service
2	T/506/0277	224 - Principles of providing customer service in writing
2	A/506/0278	225 - Principles of providing customer service by telephone
2	F/506/0279	226 - Principles of providing customer service using technology
2	L/506/0284	231 - Principles of dealing with customers' financial transactions
3	R/506/0318	305 - Verify the calculation / entitlement
3	Y/506/0319	306 - Technical advice in operational delivery cases

End point Assessment	
Showcase Portfolio	50%
<p>A portfolio of evidence of work will be compiled during the apprenticeship, successfully demonstrating the required values, knowledge, skills and behaviours. Alongside work-based evidence, such as contributions to official documents, self or team management in a delivery context, letters to customers, minutes from meetings, and performance development plans, it will also include evidence from others, such as mid-and-end of year performance reviews, reports from coaches and feedback from line managers demonstrating acceptable or better performance. The apprentice must select appropriate evidence from their portfolio to demonstrate the minimum requirements of the standard at the final stage of the programme as a 'showcase portfolio', which attests to professional competence at the level.</p>	

Work Based Project	20%
<p>Apprentices will have to research and analyse a specific issue, situation or problem, develop solutions, and make recommendations for improvement, implementation and/or resolution. For example, the project could demonstrate how well they can develop and deliver a business improvement initiative that meets customer and business needs, complying with risk and governance requirements, and building on evidence. It must be based upon a substantive topic or issue which has practical relevance to the apprentice's employment context.</p>	

Presentation	20%
<p>Apprentices will present to a panel about a typical and substantive work-based topic which reflects occupational competence. The presentation should add further evidence by demonstrating the apprentice's communication skills.</p>	

Interview	10%
<p>An interview with the apprentice allows panel members to explore particular areas, to analyse the full range of evidence, and to confirm performance against the standard. For example, questions could give the opportunity to confirm that the apprentice understands the risks of not following correct processes and adhering to the organisation's standards. The interview will have a common overall structure, and the interview questions will focus mainly on those areas of the standard where the panel are seeking reassurance on some of the evidence of competence.</p> <p>The comprehensive and complementary nature of the end-point assessments are designed to ensure that the apprentice is able to draw extensively from across the programme, to integrate knowledge, understanding and skills in authentic and demanding workplace contexts, and to apply their skills in a variety of ways which attest to their professional competence.</p>	

Qualification Progression	Level 4 Operational Delivery Management
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