apprenticeship FRAMEWORK

Operational Delivery at Level 3 (Wales)

Latest framework version?

For any previous versions of this framework: www.acwcerts.co.uk/framework_library

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Apprenticeships

Operational Delivery at Level 3 (Wales)

Contents

Framework information

Information on the Issuing Authority for this framework:

Instructus

The Apprenticeship sector for occupations in air conditioning, building services engineering, business and administration, cleaning, customer service, digital/information technology, electro technical, electrical and electronic servicing, enterprise and business support, facilities management, heating and ventilating, housing, human resources and recruitment, industrial relations, leadership and management, marketing and sales (also includes contact centres and third sector), plumbing, property and refrigeration.

Issue number: 1	**This framework includes:**
Framework ID: FR04267	Level 2 ☐ Level 3 ☒ Level 4-7 ☐
Date this framework is to be reviewed by: 31/03/2023	**This framework is for use in: Wales**

Short description

This Level 3 apprenticeship in Operational Delivery has been designed for apprentices to develop the knowledge, skills and behaviours required to perform competently as Operational Delivery Officers in the Civil Service.

Successful completion of this Apprenticeship (Level 3) framework reflects the ability to identify and use relevant understanding, methods and skills to complete tasks and address problems that, while well defined, have a measure of complexity. This includes taking responsibility for initiating and completing tasks and procedures, as well as exercising autonomy and judgement within organisational parameters. It also reflects awareness of different perspectives or approaches with an area of study or work.

This Level 3 framework can be completed within 24 months.

Job roles -

Public Sector Operational Delivery Officer

Delivery Officers 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 make a difference every day to the lives of millions of people. They do hundreds of jobs in most departments and agencies in central government.

They also work in local government, delivering services for towns, cities, boroughs or counties.

This apprenticeship will give you great development opportunities to equip you to be an internationally-recognised professional in the part of the Civil Service that really makes things happen for customers and businesses.

Contact information

Proposer of this framework

This apprenticeship has been developed by Instructus in collaboration with HMRC, Department for Work & Pensions, Department for Transport as representatives of the wider Civil Service. Employer input was gathered through all developing partners who were able to collect the views of a wide range of individuals and organisations.

Developer of this framework

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Who is making this revision   Name

Your organisation   Organisation Name

Your email address: Email address

Revising a framework

Why this framework is being revised

Framework Developer to complete with relevant info

Summary of changes made to this framework

Framework Developer to complete with relevant info

Qualifications removed

Framework Developer to complete with relevant info

Qualifications added

Framework Developer to complete with relevant info

Qualifications that have been extended

Framework Developer to complete with relevant info

Purpose of this framework

Summary of the purpose of the framework

This framework has been developed to provide Public Sector employers of all sizes and across all sectors in Wales with a high-quality, nationally-recognised programme which will attract new talent into Public Sector Operational Delivery and up-skill the existing workforce to make the Civil Service more productive and efficient.

Aims and objectives of this framework (Wales)

The aims and objectives of this framework are to:

- build a competent Operational Delivery workforce
- provide organisations of all sizes across all Civil Service departments with new competent employees
- ensure apprentices will develop the skills, knowledge, experience and competence needed to undertake Operational Delivery roles in a range of business settings
- provide apprentices with an opportunity to develop the skills, knowledge and experience they need to progress onto further and higher education, if they wish to do so

Employers have endorsed this programme as it delivers qualified competent employees and improves productivity and retention

Entry conditions for this framework

Individual Public-Sector departments will set their own entry requirements.

Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

The Public Service Operational Delivery apprenticeship framework is open to those who have no prior experience as well as those who are currently working in the Public Sector in different roles.

An apprentice beginning this framework will need good levels of numeracy and literacy, as well as a strong interest in public sector work. Good analytical skills and the ability to work with colleagues and the public to earn their trust and respect are also important.

Other selection criteria may include:

- Motivation to succeed
- Willingness to learn and apply that learning in the workplace/job role
- Enthusiasm and attitude to work
- Ability to demonstrate that they have the potential to achieve the qualifications which are part of this Apprenticeship (Level 3) programme
- Ability to communicate effectively with a range of people
- Willingness to work unsociable hours
- Willingness to undergo a Criminal Records Bureau (CRB) check when required

Examples of formal qualifications that could indicate that an applicant has the potential to progress into the Apprenticeship in Operational Delivery are:

- Welsh Baccalaureatte Intermediate Diploma
- Completion of a 'GCSE grade A-C in each of the following:- a communication subject,
- maths, communication and either a science or technical-based subject
- Level 2 GNVQs in subjects such as Customer Service; Business Administration

No individual should be refused access to an initial assessment on the basis of educational qualifications alone. The ultimate responsibility for selection will rest with the individual employer

Level 3

Title for this framework at level 3

Public Sector Operational Delivery

Pathways for the framework at level 3:

Pathway 1:   Public Sector Operational Delivery

Level 3, Pathway 1: Public Sector Operational Delivery

Description of this pathway

Public Sector Operational Delivery -

Work will be varied and involves working on the front line in different public-facing environments, dealing with different types of customers and delivering a range of public services, but the skills and behaviours you need will be the same whatever you do.

Operational Delivery Officer roles include bringing data and evidence together, and making sure it is correct. You may also be considering applications, analysing information and making decisions.

Total credits for this framework are 41

- 13 credits for the Competence qualification
- 10 credits for the Knowledge qualification
- 18 credits for the Transferable Skills requirements

Under normal circumstances this Level 3 framework is expected to take 24 months to complete

Entry requirements for this pathway in addition to the framework entry requirements

No additional entry requirements

Job title(s)	Job role(s)
Operational Delivery Officer	The work is varied and involves working on the front line in different public-facing environments dealing with different types of customers and delivering a range of public services

Qualifications

Competence qualifications available to this pathway

C1 – Level 3 in the Operational Delivery for Public Services

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	C00/1229/9	City & Guilds	13	130	N/A

Knowledge qualifications available to this pathway

K1 – Level 3 in Operational Delivery Principles

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	C00/1229/8	City & Guilds	10	100	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

This framework requires the completion of both the competence qualification identified in C1 above and the knowledge qualification K1 also identified above.

Competence Qualification Title - Level 3 in the Operational Delivery for Public Services - 13 credits

Which consists of the following 3 mandatory units:

- Customer Service in Operational Delivery - 2 credits
- Working Together in Operational Delivery - 2 credits
- Professionalism in Operational Delivery - 9 credits

Knowledge Qualification Title - Level 3 Operational Delivery Principles - minimum 10 credits

Learners must achieve a minimum of 10 credits from the following units:

Mandatory 3 credits:

- Working in operational delivery - 1 credit
- Safety and security in operational delivery - 1 credit
- Principles of equality and diversity in operational delivery - 1 credit

Group A - either 1 or 2 credits from the following:

- Resolving customer service problems in operational delivery - 1 credit
- Customer service in partnership - 2 credits

Group B - remaining credits to be made up to a minimum of 10 credits from the following units:

- Verify the calculation/entitlement - 1 credit
- Technical advice in operational delivery cases - 1 credit
- Investigate suspected non-compliance in operational delivery - 2 credits
- Manage team and individual performance against set objectives - 3 credits
- Operational delivery interviews - 1 credit
- Operational delivery visits - 1 credit
- Managing debt in operational delivery - 1 credit
- Principles of researching the labour market to respond to customer needs - 4 credits

Minimum qualification total 10 credits

The total credit value of the sector specific qualifications in this framework is 23 credits.

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of SASW on the gov.wales website. Additional guidance materials can be found on the Knowledge Base section of the ACW website.

Does this framework require Communication achievement <u>above</u> the minimum SASW requirement?   YES   ☐   NO   ☒

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of SASW on the gov.wales website. Additional guidance materials can be found on the Knowledge Base section of the ACW website.

Does this framework require Application of Number achievement <u>above</u> the minimum SASW requirement?   YES   ☐   NO   ☒

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

> Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework?   **YES**   ☒   **NO**   ☐

Digital Literacy (ICT)

Please note that there are currently no acceptable proxy qualifications for Digital Literacy (ICT).

For the current **minimum** grade/level requirements, please refer to the most recent version of SASW on the gov.wales website. Additional guidance materials can be found on the Knowledge Base section of the ACW website.

Does this framework require Digital Literacy (ICT) achievement above the minimum SASW requirement?   YES   ☐   NO   ☒

If YES, please state the grade/level required for **Digital Literacy (**ICT) and give a brief **REASON** as to why this is required:

> Enter alternative grade/level requirements and reasons here.

Progression routes into and from this pathway

Framework Developer to complete with relevant info

Progression routes into this pathway:

Applicants may come from a range of routes including:

- Welsh Baccalaureatte Intermediate Diploma
- Successful completion of a Foundation Level 2 framework in Customer Services or Business Administration
- Work or work experience in the Public Sector
- Training and/or experience which could include a portfolio showing what they have previously achieved
- Academic qualification(s) such as three GCSEs grades A-C in each of the following:- a communication subject, maths and a science based subject
- Achievement of Essential Skills at Level 1 or 2
- Level 2 GNVQs in relevant vocational subjects

No individual should be refused access to an initial assessment on the basis of educational qualifications alone.

The ultimate responsibility for selection will rest with the individual employer

Progression routes out of this pathway:

On successful completion of the Apprenticeship (Level 3) in Operational Delivery an apprentice will have the skills, knowledge and qualifications to:

- Progress to relevant Level 4/5 qualifications e.g. Business Administration; Project Management; Customer Service

- Progress in their career with further training into job roles such as Operational Delivery Manager; Team Leader

UCAS points for this pathway:

(No requirement specified)

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework?   **YES**   ☒   **NO**   ☐

Delivery and assessment

Framework Developer to complete with relevant info

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

There is no evidence to suggest under-representation in Operational Delivery. Platform 51 Cymru (formerly the YWCA in Wales) continue promoting the opportunities for women working in all sectors and the Public Sector has a diverse workforce with support for all employees.

There should be open recruitment of apprentices who meet the selection criteria, regardless of gender, ethnic origin, religion/belief, sexual orientation or disability.

All partners involved in the delivery of the apprenticeship and employers must be committed to a policy of equal opportunities and must have a formal equal opportunities policy and procedures in place.

Employers/providers must be able to demonstrate that there are no overt or covert discriminatory practices in selection and employment. All promotional, selection and training activities must comply with relevant legislation, such as the Equality Act 2010.

www.equalityhumanrights .com/en/commission-wales

Providers will monitor equality of opportunity practice and procedures within their own organisation and take positive action when necessary. It is also recommended that employers/providers conduct an exit interview if the apprentice leaves the programme before completion.

On and off the job training

Summary of on- and off-the-job training

Overview of Operational Delivery

Competence Qualification Total – 130 hrs

Knowledge Qualification Total - 100 hrs

Essential Skills (ES) - 135 hrs (notional value of 45 hrs per ES x 3, which can be offset if previously completed)

Mentoring - 184 hrs (based on 46 wks x 2 hrs per full year over 2 years)

Total minimum Training Hours for this fram ework is 549 hrs

Off-the-job training

Operational Delivery

Minimum total of off-the-job Training Hours is 365 hrs over 24 months

-Yr 1 - 183 hrs
-Yr 2 - 182 hrs

How this requirement will be met

Training Hours will be achieved through clear and specific outcomes which contribute dire ctly to the successful completion of the framework and these may include accredited and non-accredited elements of the framework.

Training Hours will be delivered through one or more of the following methods:

-individual and group teaching;
-e-learning;
-distance learning;
-feedback and assessment;
-guided study;

All Training Hour delivery will take place during contracted working hours and while working under an Apprenticeship Agreement.

Recognition of prior learning (RPL) can be made if achieved within the previous 5 years. As examples of previous experience vary it will be the responsibility of the Awarding Body to agree adjustments to the learning program with the employer and the training provider.

Instructus reserves the right to audit centres regarding RPL and recommend further training if it is felt the adjustments made are not suitable.

For learners who have followed a WAG funded apprenticeship program a simple declaration from the training provider is suitable confirmation of the depth and quality of the training hour delivery. The training provider must keep evidence such as individual learning plans; progress reviews; attendance statistics; and assessment reports which could be inspected should the need arise.

On-the-job training

Operational Delivery

Minimum recommended total on-the-job Training Hours is 184 hrs over 24 months

- Yr 1 - 92 hrs
- Yr 2 - 92 hrs

These are the minimum number of Training Hours that should be allocated for the appre ntice to gather evidence in accordance with the requirements of the completed qualification and mentoring.

How this requirement will be met

Training Hours will be achieved through clear and specific outcomes which contribute dire ctly to the successful achievement of the framework and these may include accredited and non-accredited elements of the framework.

Training Hours will be delivered through one or more of the following methods:

- coaching;
- mentoring;
- feedback and assessment;
- collaborative networked learning with peers

All Training Hour delivery will take place during contracted working hours and while working under an Apprenticeship Agreement.

Recognition of prior learning (RPL) can be made if achieved within the previous 5 years. As

examples of previous experience will vary it will be the responsibility of the Awarding Body to agree adjustments to the learning program with the Employer and Training Provider.

Instructus reserves the right to audit centres regarding RPL and recommend further training if it is felt the adjustments made are not suitable.

For learners who have followed a funded apprenticeship program a simple declaration from the Training Provider is suitable confirmation of the depth and quality of the Training Hour delivery.

The Training Provider would then keep evidence suc h as individual learning plans; progress reviews; attendance statistics and assessment reports which could be inspected should the need arise.

Wider key skills assessment and recognition

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the following qualifications:

Enter Qualification Names

Improving own learning and performance

Give examples - signpost to specific units in framework qualifications that would meet these requirements

Working with others

Give examples - signpost to specific units in framework qualifications that would meet these requirements

Problem solving

Give examples - signpost to specific units in framework qualifications that would meet these requirements

apprenticeship
FRAMEWORK

For more information visit-
www.acwcerts.co.uk/framework_library