Public Service Operational Delivery Apprenticeship
Standard Operational Delivery Officer Programme journey

Month 1
- Induction onto programme
- Introduction to Talent Coach
- Create Individual Learner Plan

Learning for 3 x modules of C&G Level 2 Award in Operational Delivery (Principles)
  - Principles of working in operational delivery (u.201)
  - Principles of protecting data security in own area of responsibility (u.207)
  - Principles of equality and diversity in operational delivery (u.208)

Month 2

Revisit session of learning
Assessment for 3 x C&G Level 2 Award in Operational Delivery (on line test)
  - Principles of working in operational delivery (u.201)
  - Principles of protecting data security in own area of responsibility (u.207)
  - Principles of equality and diversity in operational delivery (u.208)

Month 3

Learning for 1 x Core C&G Level 3 Certificate in Operational Delivery (Advanced)
  - Working in operational delivery (u.301)

Month 4

Formal progress review with Line Manager, apprentice and Talent Coach (face to face)

Learning for 1 x Core C&G Level 3 Certificate in Operational Delivery
  - Safety and Security in Operational Delivery (u.302)
  - Working in operational delivery (u.301)

Month 5

Formal progress review with Line Manager, apprentice and Talent Coach (face to face)

Learning for 1 x Optional C&G Level 3 Certificate in Operational Delivery
  - (Optional A) Resolving customer service problems in operational delivery (u.304)
  - Technical advice in operational delivery cases (u.306)

Month 6

Formal progress review with Line Manager, apprentice and Talent Coach (face to face)

Learning for 1 x Core C&G Level 3 Certificate in Operational Delivery
  - Principles of equality and diversity in operational delivery (u.302)

Month 7

Formal progress review with Line Manager, apprentice and Talent Coach (face to face)

Learning for 1 x Optional C&G Level 3 Certificate in Operational Delivery
  - Technical advice in operational delivery cases (u.306)

Note: Months 1-12 apprentices must also complete achievement log
Public Service Operational Delivery Apprenticeship
Standard Operational Delivery Officer Programme journey
(continued)

Month 8
- Learning for 1 x Optional C&G Level 3 Certificate in Operational Delivery
  - Technical advice in operational delivery cases (u.306)
- Review session of learning
  - Assessment for 2 x Optional C&G Level 3 Certificate in Operational Delivery
    - Technical advice in operational delivery cases (u.306)
    - Resolving customer service problems in operational delivery (u.306)
  - Workshop on EPA: EPA Induction

Month 9
- Formal progress review with Line Manager, apprentice and Talent Coach (face to face)
- Complete achievement log
- Start planning for EPA SCP & WBP
- Remote check in with Talent Coach

Month 10
- Complete achievement log
- Start planning for EPA SCP & WBP
- Remote check in with Talent Coach

Month 11
- Completion of all learning
  - Continue planning for EPA SCP & WBP
  - Gateway Readiness Review
  - Interview Skills and Presentation Skills Workshop

Month 12
- Enter Gateway
- Completion of EPA SCP & WBP

Month 13
- Preparation for EPA Presentation & Interview
- Remote check in with Talent Coach

Month 14
- Attend EPA for Presentation and Interview
- Apprenticeship concludes

Gateway to End Point Assessment

Formal progress review with Line Manager, apprentice and Talent Coach (face to face)