Public Service Operational Delivery Apprenticeship Level 3
Public Service Operational Delivery - Level 3

Make a difference to people’s lives
Our Public Service Operational Delivery Level 3 Apprenticeship will give you the knowledge, skills and behaviours required to work on the front line in different public-facing environments within the Civil Service and the wider public sector. This apprenticeship will enable you to better support and protect citizens and make a difference to people’s lives.

This programme prepares you for the following roles:
Administration Officer; Case Progression Officer; Team Leader; Processing Officer; Pensions Advisor; Tax Collections Officer; Passport Officer; Prison Officer; DBS Facilitator; Debt Collections Officer; Benefits Officer; Border Force Officer and Probation Officer.

What will I learn?
The apprenticeship consists of two City and Guilds qualifications: Level 2 Award in Operational Delivery (Principles) and Level 3 Certificate in Operational Delivery (Advanced). Both are supported by online and self-paced learning and give you the opportunity to apply your learning on-the-job. Both are assessed via a unit test taken in exam conditions. Each qualification consists of the following units:

**Level 2 Award in Operational Delivery (Principles)**

**Principles of Working in Operational Delivery**
Understand:
- Scope of the operational delivery profession
- Organisation’s guidelines, principles and procedures for standards of conduct in operational delivery
- Requirements for maintaining personal safety and security and being alert to the security of others
- Understand the principles of professional development

**Principles of Protecting Data Security**
Understand:
- Organisation’s data security policies and procedures
- How and why data is protected in the organisation
- How to share information securely
- How to dispose of documents and Information Communication Technology (ICT) securely

**Principles of Equality and Diversity in Operational Delivery**
Understand:
- Understanding the principles for providing advice in operational delivery cases
- Know how to research and interpret technical information for recipients in line with organisational policies

**Level 3 Certificate in Operational Delivery (Advanced)**

**Working in Operational Delivery**
Understand:
- Scope of operational delivery profession
- How to evaluate and improve professional capability to enhance service to customers

Know how to:
- Assess own career goals
- Set personal work objectives

**Safety and Security in Operational Delivery**
Understand:
- Legal and organisational requirements for operational delivery data protection
- Requirements for maintaining personal safety and security and being alert to the security of others

Know how to:
- Retrieve and use data securely

**Principles of Equality and Diversity in Operational Delivery**
Understand:
- Concept and benefits of equality and diversity within operational delivery
- How to support customers with diverse needs

Know how to:
- Meet organisational expectations for equality and diversity within operational delivery

**Resolving Customer Service Problems in Operational Delivery**
Understand:
- How to monitor and resolve customer service problems
- Repeated customer service problems and options for resolving them

**Technical Advice in Operational Delivery Cases**
Understand:
- Understand the principles for providing advice in operational delivery cases
- Know how to research and interpret technical information for recipients in line with organisational policies
How is the programme structured?

This apprenticeship is made up of four components ensuring you have an in-depth understanding of the fundamental principles, techniques and workplace behaviour essential to working on the front line within the Civil Service and the wider public sector.

1. Operational Delivery Qualifications
   • Delivered through a blend of digital content available through the CSL portal and our own apprenticeship platform
   • Supplemented through the support from a Talent Coach and group sessions including revision sessions prior to taking the tests
   • Qualifications are mapped to the Knowledge requirements of the Standard
   • Achievement of these will ensure you have the requisite knowledge to achieve the standard

2. On Programme Support
   • Apply and embed knowledge into your day-to-day work
   • Your Talent Coach will support your progress and help identify evidence of where you have demonstrated the required knowledge, skills and behaviour in the workplace
   • It is important to keep a record of what you do to enable you to draw up your best experiences and build a portfolio to be assessed at the end

3. Personal Development
   • Throughout the programme you will learn about topics that will support your work, welfare and development

4. End Point Assessment (EPA)
   At the end of the programme you will be assessed against industry set criteria for Public Service Operational Delivery. This will consist of a holistic assessment including:
   • Showcase of portfolio evidence
   • Work-based project
   • Presentation
   • Interview

Key Facts

Entry Requirements:
You must have:
• Valid passport
• Valid birth certificate
• Residence permit
• National Insurance Number
• Lived in the UK for 3 years prior to apprenticeship start date
• Part of the apprenticeship is to achieve level 2 English and Maths functional skills. To be exempt, please provide proof of GCSEs achieved in English and Maths at grade C or above or an equivalent level 2 qualification

Duration / Start dates:
• Delivered over 14 months but depends on prior knowledge/experience
• Scheduled to start in January and at multiple points during the year
Public Service Operational Delivery

Programme journey

MONTH 1
Face to Face induction onto programme
Face to Face introduction to Talent Coach
Create Individual Learner Plan

MONTH 2
Learning for 3 x units C&G Level 2 Award in operational delivery (Principles)
• Principles of working in operational delivery
• Principles of protecting data security in own area of responsibility
• Principles of equality and diversity in operational delivery
Remote learning and TC visit

MONTH 3
Revision workshop 1
Assessment for 3 x units C&G Level 2 Award in operational delivery (Principles) (online test)
• Principles of working in operational delivery
• Principles of protecting data in own area of responsibility
• Principles of equality and diversity in operational delivery
Develop and apply English and Maths

MONTH 4
Learning for 1 Core C&G Level 3 Certificate in operational delivery (Advanced)
• Working in operational delivery
Remote learning and TC visit

MONTH 5
Learning for 1 x Core C&G Level 3 Certificate in operational delivery
• Safety and Security in Operational Delivery
Revision workshop 2
Assessment for 2 x Core C&G Level 3 Certificate in operational delivery
• Safety and Security in operational delivery
• Working in operational delivery
Develop and apply English and Maths

MONTH 6
Learning for 1 Core C&G Level 3 Certificate in operational delivery
• Principles of equality and diversity in operational delivery
Remote learning and TC visit

MONTH 7
Learning for 1 x Optional (A) C&G Level 3 Certificate in operational delivery
• (Optional A) Resolving customer service problems in operational delivery
Learning for 1 x Optional (B) C&G Level 3 Certificate in operational delivery
• (Optional B) Technical Advice in operational delivery
Revision workshop 3 Assessment for 1 x Core C&G Level 3 Certificate in operational delivery
• Principles of equality and diversity in operational delivery
Develop and apply English and Maths

MONTH 8
Learning for 1 x Optional (B) C&G Level 3 Certificate in operational delivery
• (Optional B) Technical advice in operational delivery
Revision workshop 4
Assessment for 2 x Optional (A and B) C&G Level 3 Certificate in operational delivery
• (Optional A) Resolving customer service problems in operational delivery
• (Optional B) Technical advice in operational delivery
EPA workshop: Induction
Develop and apply English and Maths

MONTH 9
Start planning for EPA, SCP & WBP and complete learning in Tessello on:
• Communication examples for SCP
• Project management and WBP
Develop and apply English and Maths
Remote learning and TC visit

MONTH 10
Continue work for EPA, SCP & WBP
• Collaboration examples for SCP
• WBP preparation and write-up
Develop and apply English and Maths
Remote learning and TC visit

MONTH 11
Remote TC visit
Remote learning and Maths

MONTH 12
Training input ends
Completion of WBP & SCP
• Collaboration examples for SCP
• WBP preparation and write-up
Develop and apply English and Maths
Remote learning and TC visit

MONTH 13
Gateway to End Point Assessment
• Interview and presentation skills
Preparation for EPA, SCP & WBP and complete learning in Tessello on:
• Interview and presentation skills
Complete Gateway Readiness Review
Interview and presentation skills workshop
Develop and apply English and Maths
Remote TC visit

MONTH 14
Attend EPA for Presentation & Interview
Develop and apply English and Maths
Remote TC visit
Apprenticeship concludes

NOTE: other optional units are available for this programme and can be agreed at design stage
Register your interest

Please register your interest with your Manager or your Departmental Apprenticeship Lead, who will provide further advice and guidance on the programme and the application process.

Alternatively email:
publicsectorapprenticeships@knowledgepool.com