

APPRENTICESHIP WORKFORCE DEVELOPMENT PROGRAMME

**Operations or Departmental Manager Assessing
Behaviours Template**

Created By

Hull College Practitioner Improvement Project



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OPERATIONS OR DEPARTMENTAL MANAGER – ASSESSING BEHAVIOURS

Overview of the role

Managing teams and projects in line with a private, public or voluntary organisation's operational or departmental strategy.

All behaviours will be required to be evidenced on 3 separate occasions during a 12-month period and signed off by both the provider and Employer as competent prior to entering gateway. The below is designed to demonstrate behavioural competence in addition to any cross mapping that may occur whilst building a portfolio of evidence.

Below are the behaviours that are required to complete the apprenticeship and will detail how they are assessed during delivery of the programme:

Behaviours	What is required	How will this be assessed	Assessment 1 feedback	Assessment 2 feedback	Assessment 3 feedback	Provider & Employer Signatures	Date of signatures
Takes responsibility	Drive to achieve in all aspects of work. Demonstrates resilience and accountability.	Observation and witness testimonies from employer,				Provider:	

	Determination when managing difficult situations. Seeks new opportunities. managing time and workload and stay motivated and committed when facing challenges.	colleagues and customers				Employer:	
Inclusive	Open, approachable, authentic, and able to build trust with others. Seeks the views of others and values diversity.	Observation and witness testimonies from employer, colleagues and customers				Provider:	
						Employer:	
Agile	Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responding well to feedback and need for change. Open to new ways of working.	Portfolio work and submissions to Smart Assessor. Professional discussions and communication.				Provider:	
						Employer:	

		Self-assessment reports.					
Professionalism	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values	Observation and witness testimonies from employer, colleagues and customers				Provider:	
						Employer:	

Below are the key Behaviours chosen by the employer, in line with their organisational values and current workforce. The table below will also detail how these will be assessed during delivery and how both employer and provider will sign off competency prior to entering gateway:

Behaviours	What is required	How will this be assessed	Assessment 1 feedback	Assessment 2 feedback	Assessment 3 feedback	Provider & Employer Signatures	Date of signatures
						Provider:	
						Employer:	
						Provider:	
						Employer:	

Operations or Departmental Manager Assessing Behaviours Template



						Provider:	
						Employer:	

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APPRENTICESHIP WORKFORCE DEVELOPMENT IS DELIVERED BY:

