

End Point Assessment takes place on completion of the apprentice's programme of learning. It is a comprehensive holistic assessment of skills and knowledge against the whole apprenticeship standard. Only those on the register of apprentice assessment organisations are eligible to conduct independent End Point Assessment of apprentices.

What is involved in End Point Assessment?

20%

Portfolio of work

Over the course of the programme, the apprentice will build a portfolio of evidence that demonstrates how they are applying their management skills and knowledge in their day-to-day role. This will include a mixture of written documents, audio and video evidence that showcases the professional application of their on-programme learning.

Assessed via a digital portfolio of work uploaded to the ILM e-portfolio where it will be reviewed and assessed by a dedicated ILM assessor.

20%

Work-based project presentation

The apprentice delivers a 15-minute presentation to a panel made up of the independent assessor, training provider and employer, describing the objectives and outputs of their work-based project, including the challenges and issues faced, and the interpersonal and behavioural skills they displayed. This will be followed by a 15 minute question-and-answer session exploring the apprentice's wider experience.

Assessed via online digitally-enabled interview with assessor. Face-to-face options will also be available.

30%

Online knowledge-based test

The apprentice showcases their leadership and management knowledge by answering a series of questions designed around a range of different scenarios.

Assessed via online on-demand testing through the evolve platform.

20%

Competency-based interview

The ILM assessor conducts a one-to-one interview with the apprentice, using structured questions to test their understanding and application of knowledge, and to assess their soft skills, behaviours and personal leadership style.

Assessed via online digitally-enabled interview with a dedicated assessor. Face-to-face options will also be available.

10%

Professional discussion

The ILM assessor leads a detailed discussion around the apprentice's personal and professional development, looking for clear evidence of focused CPD and how this has been applied to improve their performance in the workplace.

Assessed via online digitally-enabled interview with a dedicated assessor. Face-to-face options will also be available.

End-to-end ILM Apprenticeship journey

Who is this for?

This ILM End Point Assessment is offered exclusively for apprentices who have completed a minimum 12-month Operations/Departmental Manager apprenticeship training programme, and who have successfully passed gateway assessment. Apprentices will typically be managing teams or projects with responsibility for achieving operational or departmental goals and objectives.

Grading

Across all assessments, the apprentice will be marked based on:

- Evidence of their performance against the requirements of the job role
- Their approach to work and learning, and completion of set tasks
- The working relationships they have built, and evidence of their interpersonal skills.

Apprentices must gain a minimum of 50% in each of the five assessments in order to pass the overall assessment. They can achieve a grade of either pass, merit or distinction.

0–49% Fail

50–59% Pass

60–69% Merit

70%+ Distinction

On-programme training:

Your apprenticeship training provider will deliver a tailored programme of learning to develop the essential knowledge and practical skills laid out in the apprenticeship standard.

We strongly recommend delivery through the ILM Level 5 Diploma for Leaders and Managers. This qualification has been custom built to the exact specifications of the Operations/Departmental Manager standard, to ensure all learning is closely targeted, with no gaps in knowledge.

Learning resources:

ILM has developed a comprehensive range of attractive and intuitive apprenticeship workbooks to simplify delivery of Operations/Departmental Manager apprenticeship programmes.

On-programme assessments:

Apprentices registered on the ILM Level 5 Diploma for Leaders and Managers will undertake assessment throughout the programme of study. The qualification assessment has been designed to prepare apprentices for the End Point Assessment, blending different assessment approaches to ensure apprentices are familiar and comfortable with each stage of the holistic assessment process.

Because ILM on-programme assessment is undertaken throughout the apprenticeship, apprentices receive real-time feedback and results, which indicates whether they are ready to progress through to the gateway.

Gateway:

The apprentice's employer and training provider decide when an apprentice is ready for End Point Assessment. At this stage, the results of ILM on-programme assessment help to inform that decision, by offering firm evidence that the apprentice can display the blend of knowledge, skills and practical experience required for each element of End Point Assessment.

End Point Assessment:

ILM End Point Assessment for the Operations/Departmental Manager apprenticeship is made up of five components: an online knowledge test, competency based interview, portfolio assessment, professional discussion and a presentation of a work-based project. Each element can be conducted by the same independent ILM assessor.

Certification:

On successful completion of End Point Assessment, each apprentice will receive their apprenticeship certificate from the Institute of Apprenticeships. They also receive an ILM Diploma certificate for completion of the Level 5 Diploma for Leaders and Managers.

Digital credentials:

On successful completion of each unit of learning, the apprentice will receive an ILM digital credential to recognise their progress, encourage further learning and showcase their enhanced skills and knowledge through social media. They will also receive an ILM digital credential for completion of the apprenticeship.