



OPERATIONAL DELIVERY OFFICER APPRENTICESHIP SCHEME

City & 
Guilds



DEVELOPING EXCELLENT CUSTOMER FACING APPRENTICES IN CENTRAL GOVERNMENT AND LOCAL AUTHORITIES

The government is asking you to take on more apprentices. You need brilliant front line staff. Here's a great way to train the new generation in the art of operational delivery. The Operational Delivery Apprenticeship Scheme will help talented young people to respond to your customers' needs using consistently excellent standards. These apprentices will eventually contribute to the delivery of essential front line services in the local community. These national qualifications, developed by City & Guilds especially for the public sector, cover all the knowledge required to prepare your apprentices for the world of customer support.

SKILLS AND KNOWLEDGE

This programme will provide apprentices with the skills and knowledge to help them progress into different public facing roles in Local Authorities e.g.

- working with members of the public, staff and other stakeholders
- applying excellent professional practice
- helping customers both within the organisation and externally
- complex problem solving skills
- developing consistent approaches in completing tasks
- bringing data and evidence together and fact checking
- providing information, advice and guidance on policy and performance

The apprenticeship can be run either in house or via your chosen training provider

Operational Delivery Officer Standard

Trailblazer Apprenticeship

Initial assessment



On-the-job and off-the-job training

- Mandatory Qualifications

City & Guilds Level 2 Award in Operational Delivery (Principles)

City & Guilds Level 3 Certificate in Operational Delivery (Advanced)

The above qualifications have been written into the Standard and must be achieved prior to taking the end assessment.

- Maths and English



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- Build portfolio



Gateway

Employer and provider sign off learner



Project and showcase portfolio



End assessment

Consisting of a panel interview, presentation & review of project and portfolio



Completion and certification



Occupational competence





THE OPERATIONAL DELIVERY APPRENTICESHIP SCHEME

- the apprenticeship for public services
- fully funded
- a world recognised City & Guilds qualification
- expert support and premium resources
- tried and tested by central government

To find out more contact your Customer Manager or email us on apprenticeships@cityandguilds.com