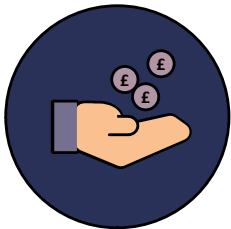


Who should do this qualification?

An Operational Delivery Professional is anybody who works in the Public Sector and provides a service directly to the public, including face-to-face, contact centre and processing roles:

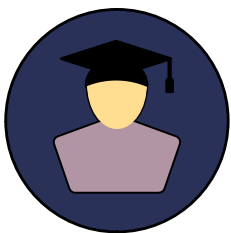
- Council Tax
- Early Years Services
- Economic Development
- Education
- Highways
- Housing
- Human Resources
- Leisure
- Libraries
- Parking and Streets
- Planning
- Skills and Employability
- Social Services
- Waste management
- Youth Services



Benefits to the Organisation

The Operational Delivery Apprenticeship is a brand-new Standard written *by* the Public Sector specifically *for* the Public Sector. Focussing entirely on all aspects of responses to customers' needs, it aims to provide a workforce that consistently delivers excellent standards against demanding and far-reaching targets.

Whether a vacancy exists, or members of the workforce need up-skilling, this Standard has complete flexibility to adapt to all situations.



Benefits to the Learner

Successful completion of the Apprenticeship Programme will equip learners with the skills and abilities that are essential in most professions in the public and private sector. They will gain the knowledge and skills to complete a wide range of tasks and know how to work effectively with others to achieve set goals. In addition they will have the opportunity to develop values and behaviours essential for delivering excellent customer service.



Components of the Apprenticeship

Level 2 Award in Operational Delivery (Principles)

+

Level 3 Certificate in Operational Delivery (Advanced)

+

Maths	Level 2
English	Level 2
End-point Assessment	✓

+

Values, Knowledge, Skills and Behaviours

Values

- Integrity
- Honesty
- Objectivity
- Impartiality

Knowledge

- Legislation, policies and procedures
- Customers
- Range of services

Skills

- Customer service
- Communicating effectively
- Working together
- Gathering and managing information
- Negotiating and influencing
- Problem solving and decision-making
- Tools and equipment
- Professionalism, self-management and awareness

Behaviours

- Changing and improving
- Making effective decisions
- Leading and communicating
- Collaborating and partnering
- Building capability for all
- Managing a quality service
- Delivering at pace