

# Business and Management

## Public Service Operational Delivery Officer Level 3 Apprenticeship

### In Brief

#### Start Date / Duration

This apprenticeship programme can be started at any time. This apprenticeship is anticipated to run for approximately 15 months.

#### Entry Requirements

- There are no specific entry requirement qualifications, however an interest of working in a public sector environment is essential
- A Business Administration level 2 qualification would be an advantage
- Five GCSEs at grade C/4 or above including English and maths
- You will need to find an employer to employ you as an apprentice. Please see our **Apprenticeship vacancies**. [Make Apprenticeship Vacancies the link:  
<https://www.barnsley.ac.uk/our-departments/apprenticeships/apprenticeship-vacancies/>

#### You will achieve

Level 3 Public Service Operational Delivery Officer Apprenticeship Standard.

### Course Overview

A career in operational delivery is varied and involves working on the front line in different public-facing environments. You will be dealing with different types of customers and delivering a range of public services, but the skills and behaviours you need will be the same whatever you do.

Operational Delivery Officer roles include bringing data and evidence together and making sure it is correct. You may also be considering applications, analysing information and making decisions.

Duties will depend on who the public service employer is and what they are responsible for, you could find yourself working in any occupational delivery area of central or local government.

Throughout the apprenticeship you will develop the skills, knowledge and behaviours required to work in Delivery Officer roles within the Public Sector.

Click here [<https://www.instituteforapprenticeships.org/apprenticeship-standards/public-service-operational-delivery-officer/>] for further information regarding the Standard Apprenticeship.

## Course Content

Operational Delivery Officers make a difference every day to the lives of millions of people. They do hundreds of jobs in most departments and agencies in central government. They also work in local government, delivering services for towns, cities, boroughs or counties.

During your apprenticeship you will be required to participate in opportunities to develop your knowledge, skills and behaviours as outlined in the standard.

You will cover a range of topics including:

- Relevant legislation, policies and procedures
- Understanding your customers
- Gathering and managing information
- Problem solving and decision making
- Delivering a quality service

You can view the apprenticeship standard here [<https://www.instituteforapprenticeships.org/apprenticeship-standards/public-service-operational-delivery-officer/>]

## How will I be assessed?

You will be assessed throughout your apprenticeship. You will create a portfolio of evidence consisting of written reports, professional discussions, observations and completing a work-based project to demonstrate your competence. Your assessor and employer will help you prepare for this. The apprenticeship will be graded pass, merit or distinction.

## What Equipment Will I Need?

All equipment will be provided.

## Where will I study?

You will study within the workplace and attend classes at Barnsley College's Old Mill Lane Campus, Church Street, Barnsley, S70 2YW

## What can I do next?

Upon completion of the apprenticeship, you can progress onto the Level 4 Business Administration Apprenticeship, study management qualifications or undertake further study relating to your job role or organisation.

## How much does the course cost?

There is no cost to being an apprentice. All costs associated with your apprenticeship, including the cost of training and your salary, will be paid by your employer.

## Financial support

You may be eligible for assistance with expenses such as travel, books, equipment and childcare. For further information please contact the Student Services Team on +44 (0)1226 216 114.

## Extra information

### Contact the Apprenticeship Team

For further information please contact the team on +44 (0)1226 216 123 or email: [info@barnsley.ac.uk](mailto:info@barnsley.ac.uk) [<mailto:info@barnsley.ac.uk>]

## Want to join Barnsley Sports Academy and the Sports Village?

Barnsley College has a range of sports opportunities for all students to take part in, gain professional training and compete nationally and internationally. We also have a state-of-the-art fitness village, Honeywell Sports Village [<https://www.barnsley.ac.uk/shops-services/honeywell-sports-village/>] where students can make use of our fitness suite, spinning studio and classes for competitive rates. You don't have to be studying sport to get involved in the Sports Academy [<https://www.barnsley.ac.uk/our-departments/sport/sports-academy/>].

## Additional Learning Support

Our Additional Learning Support team can provide you with the support you need. Please contact them on +44 (0)1226 216 769.

## Disclaimer

Please note we reserve the right to change details without notice. We apologise for any inconvenience this may cause.

**Last updated:** 1st June 2020

**Want to apply?**

Visit <https://www.barnsley.ac.uk/apply> to get started

Call us on **01226 216 123**