

## Highfield Level 5 End-Point Assessment for ST0385 Operations Manager

### Apprentice Details

Name	
Employer	
Training Provider	

Please indicate below which piece of evidence is mapped to each KSB covered in the project with report.

KSB	Evidence page number(s)/section(s)
<b>K1:</b> Presentation skills and methods (ER1)	
<b>K5:</b> IT and software tools used to support the current and future needs of the organisation, including advances in technology (PI1)	
<b>K6:</b> Methods for researching, analysing, interpreting and evaluating data to inform judgements and enable decision making (PS1)	
<b>K7:</b> Financial management techniques and implications of decisions for budgets (PI2, PI7)	
<b>K8:</b> How to identify and manage organisational improvement opportunities (PS2, PS5)	
<b>K9:</b> Project management tools and techniques (PI2, PI7)	
<b>K10:</b> Methods used to identify, manage and prioritise stakeholder relationships (PS2)	
<b>K11:</b> The current and future needs of the sector and the impact on their organisation (PS4, PS6)	

<b>K12:</b> Problem solving and decision-making techniques (PI3)	
<b>K13:</b> Influencing and negotiation models and techniques (PI3)	
<b>K15:</b> Communication techniques and approaches (ER1)	
<b>K17:</b> Change management concepts and methods for implementing change within the organisation (PS3)	
<b>S1:</b> Communicate and present information to stakeholders using different types of media (ER1)	
<b>S2:</b> Identify problems and provide solutions (PS1)	
<b>S5:</b> Manage and influence project activity to deliver within budget and resource requirements (PI2, PI7)	
<b>S8:</b> Use digital tools to analyse information and monitor performance and budgets to drive the implementation and delivery of plans and projects (PI1)	
<b>S9:</b> Research, interpret and analyse information to inform the implementation of business plans or projects (PI4)	
<b>S10:</b> Evaluate the impact of outcomes from organisational plans or projects to drive the decision-making process (ER2)	
<b>S12:</b> Manage continuous improvement and change for their team and organisation (PI5, PI6)	
<b>S15:</b> Identify and respond to external factors that may influence the future landscape and evaluate their impact on the organisation (PS4)	
<b>S16:</b> Influence and negotiate with stakeholders to shape and agree goals and outcomes (PS2, PS5)	
<b>B3:</b> Takes accountability and ownership of their own and the team's tasks and workload (PI2)	
<b>B5:</b> Works flexibly and adapts to circumstances (PI5)	

<b>B6:</b> Works collaboratively with others across the organisation and stakeholders (PI4)	
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### **Apprentice Declaration**

I confirm that the evidence contained in this project report mapping document is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date