Highfield Level 5 End-Point Assessment for ST0385 Operations Manager

Mock Assessment Materials

Professional Discussion underpinned by a Portfolio of Evidence

Managing and leading a team			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not achieved**
ML1	Analyses performance data for individuals and teams to identify areas for improvement, continuous development requirements and learning needs (K20, S4)		
ML2	Proactively seeks, manages, and facilitates learning opportunities and continuous professional development for themselves and their wider team (S19, B4)		
ML3	Evaluates how their use of leadership and management tools and techniques helps them to lead and manage a team ethically, set goals and accountabilities, and mediate and resolve any conflicts (K14, K16, K18, S3, B1)		
ML4	Outlines the people management techniques and collaborative activities they use to coach, mentor, and motivate individuals in their team to achieve organisational goals (K4, K24, S7, S20)		
Ref	***Assessment Criteria (Distinction)***	**Achieved**	**Not achieved**
ML5	*Critically evaluates their people management approach to motivating team members and individuals (K4, S7)*		
ML6	*Evaluates the impact coaching and mentoring techniques have on individuals in their team (K24, S20)*		

Organisational governance			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not achieved**
OG1	Applies organisational policies and procedures, and relevant regulatory and legislative requirements while considering their impact on the team, the individual, their role, and the organisation, and interprets and communicates the practical implications of these for stakeholders (K2, K22, S11)		
OG2	Proactively applies organisational policies and legislative guidelines to lead and influence the team and individuals to support an inclusive culture of equity, diversity, and the promotion of well-being (K3, S6)		
Ref	*Assessment Criteria (Distinction)*	**Achieved**	**Not achieved**
OG3	*Evaluates their approach to supporting, delivering, and promoting equity, diversity, inclusion, and wellbeing in terms of impact on the workplace (K3, S6)*		

Operational planning			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not achieved**
OP1	Analyses and prioritises organisational activities in response to the operating environment and the impact this has on their role (K19, S13)		
OP2	Justifies the business continuity principles they apply to ensure the uninterrupted operation of critical functions (K21, S14)		
OP3	Explains how organisation policies and practices were followed to deliver sustainable services and solutions which enable the organisation to respond to changes in social, economic, and environmental factors (K23, S18)		
OP4	Evaluates the degree to which operational plans they have developed and implemented align with the strategic direction of the organisation (K25, S21)		
Ref	*Assessment Criteria (Distinction)*	**Achieved**	**Not achieved**
OP5	*Evaluates the extent to which business continuity principles they apply have ensured the uninterrupted operation of critical functions (K21, S14)*		
OP6	*Evaluates the extent to which organisation policies and practices followed to deliver sustainable services and solutions enabled the organisation to respond to changes in social, economic, and environmental factors (K23, S18)*		

Stakeholder relationships			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not achieved**
SR1	Explains how they manage relationships across multiple and diverse stakeholders, ensuring they are treated fairly, inclusively and with respect (S17, B2)		
Ref	*Assessment Criteria (Distinction)*	**Achieved**	**Not achieved**
SR2	*Evaluates the impact of their approach to managing stakeholder relationships and recommends improvements (S17, B2)*		