

**Think about
Project with report
Level 5 ST0385 Operations Manager
v1.4**



On the day of assessment, you will carry out:



Typically a 20-minute presentation and a 40-minute questioning session (60 minutes total)



Remote or face-to-face



In a suitable environment free from distraction or influence



With an end-point assessor



Key point

You will have already submitted your written project report and any presentation materials by the end of week 12 of your EPA.



Do

- Review the criteria associated with the project with report - this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislation, regulations, codes of conduct and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer at least 6 questions and any follow-up questions that your assessor may ask



Don't

- Forget to bring your ID
- Forget to plan
- Forget to relax and enjoy your assessment



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager/training provider will inform you of the results



Resits

- If you do not achieve a pass result on the project with report, you can resit the assessment



Use the table below to plan and prepare for the project with report.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Project scope and planning	
(P) Explain how you identify problems and use methods for researching, analysing interpreting, and evaluating data to inform judgements and provide solutions (K6, S2)	
(P) Explain how you manage and prioritise stakeholder relationships and influence and negotiate with stakeholders to shape and agree goals and outcomes when identifying and managing organisational improvement opportunities (K8, K10, S16)	

Assessment criteria

Key points to remember

(P) Describe the change management concepts and the methods you use to implement change within your organisation in line with the project brief (K17)

(P) Explain how you identify the current and future needs of the sector and respond to any external factors that may influence the future landscape and evaluate your impact on the organisation (K11, S15)

(D) Evaluate the impact of your approach to influencing and negotiating with stakeholders to shape and agree goals and outcomes when identifying and managing organisational improvement opportunities (K8, S16)

(D) Critically analyse the current and future needs of the organisation (K11)

Project implementation

(P) Explain how you use IT and software tools to support the needs of the organisation, including advances in technology, and use digital tools to analyse information and monitor performance and budgets to drive the implementation and delivery of plans and projects (K5, S8)

Assessment criteria	Key points to remember
<p>(P) Explain how you apply project and financial management tools and techniques to manage and deliver projects within budget and resource requirements, taking accountability and ownership of your own and the team's tasks and workload (K7, K9, S5, B3)</p>	
<p>(P) Outline the problem solving, decision making, influencing, and negotiating models and techniques you used in the project (K12, K13)</p>	
<p>(P) Explain how you work collaboratively with others to research, interpret, and analyse information which informs the implementation of business plans or projects (S9, B6)</p>	
<p>(P) Explain how you work flexibly and adapt to change when managing continuous improvement and change for your team and organisation (S12, B5)</p>	
<p>(D) Evaluate your approach to managing continuous improvement and change within the project (S12)</p>	
<p>(D) Evaluate the impact of the project and financial management techniques you have used to deliver projects within resource requirements, suggesting improvements to facilitate the success of future projects (K7, K9, S5)</p>	



Assessment criteria

Key points to remember

Evaluation and recommendations

(P) Select and apply different communication techniques and methods to present information to stakeholders (K1, K15, S1)

(P) Evaluate the impact of outcomes from organisational plans or projects to drive the decision-making process (S10)

