

Highfield Level 5 End-Point Assessment for ST0385 Operations Manager

Mock Assessment Materials

Written Project Report with Presentation and Questions

Project scope and planning			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
PS1	Explains how they identify problems and use methods for researching, analysing interpreting, and evaluating data to inform judgements and provide solutions (K6, S2)		
PS2	Explains how they 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)		
PS3	Describes the change management concepts and the methods they use to implement change within their organisation in line with the project brief (K17)		
PS4	Explains how they identify the current and future needs of the sector and respond to any external factors that may influence the future landscape and evaluates their impact on the organisation (K11, S15)		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
PS5	<i>Evaluates the impact of their approach to influencing and negotiating with stakeholders to shape and agree goals and outcomes when identifying and managing organisational improvement opportunities (K8, S16)</i>		
PS6	<i>Critically analyses the current and future needs of the organisation (K11)</i>		

Project implementation			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
PI1	Explains how they 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)		
PI2	Explains how they apply project and financial management tools and techniques to manage and deliver projects within budget and resource requirements, taking accountability and ownership of their own and the team's tasks and workload (K7, K9, S5, B3)		
PI3	Outlines the problem solving, decision making, influencing, and negotiating models and techniques they used in the project (K12, K13)		
PI4	Explains how they work collaboratively with others to research, interpret, and analyse information which informs the implementation of business plans or projects (S9, B6)		
PI5	Explains how they work flexibly and adapt to change when managing continuous improvement and change for their team and organisation (S12, B5)		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
PI6	<i>Evaluates their approach to managing continuous improvement and change within the project (S12)</i>		
PI7	<i>Evaluates the impact of the project and financial management techniques they have used to deliver projects within resource requirements, suggesting improvements to facilitate the success of future projects (K7, K9, S5)</i>		

Evaluation and recommendations			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
ER1	Selects and applies different communication techniques and methods to present information to stakeholders (K1, K15, S1)		
ER2	Evaluates the impact of outcomes from organisational plans or projects to drive the decision-making process (S10)		