Portfolio Matrix

Highfield Level 5 End-Point Assessment for ST0385 Operations Manager

Apprentice Details

Name	
Employer	
Training Provider	

Portfolio of evidence

It is a requirement of this assessment plan that a portfolio of evidence is submitted at Gateway to support the professional discussion underpinned by a portfolio of evidence. This is not assessed. Please see the EPA-kit for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each KSB covered in the professional discussion underpinned by a portfolio of evidence. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

KSB	Evidence reference	Evidence location
K2: Relevant regulation and legislation requirements, and their impact on their team, the individual, their role and the organisation (OG1)		
K3: Legislation and organisational policies relating to equity, diversity and inclusion in the workplace and their impact on the organisation and stakeholders (OG2, *OG3*)		
K4: Approaches to people management, for example recruitment, performance management, reward, and talent management and resource planning (ML4, *ML5*)		
K14: Conflict resolution and mediation processes (ML3)		
K16: Ethics and values-based leadership theories and principles, for example employee wellbeing (ML3)		

K18: Leadership and management tools and techniques (ML3)		
K19: The sector in which the organisation operates and its impact on their role (OP1)	2	
K20: The continuous development requirements and learning needs of their team (ML1)		
K21: Business continuity principles, including risk assessment, contingency planning and disaster recovery (OP2, *OP5*)		
K22: Organisational policies and procedures, for example health and safety (OG1)		
K23: Responsible organisation policies and practices covering social, environmental, and economic factors, including sustainability (OP3, *OP6*)		
K24: Coaching and mentoring techniques (ML4, *ML6*)		
K25: The strategic direction of the organisation and the impact on operational plans (OP4)		
S3: Manage and set goals and accountabilities for individuals and teams (ML3)		
S4: Analyse performance data for individuals and teams to identify areas for improvement (ML1)		
S6: Lead and influence the team and individuals to support an inclusive culture of equity, diversity, and the promotion of well-being (OG2, *OG3*)		
S7: Motivate team members and individuals through collaborative activities, for example one-to-one coaching and team meetings, to achieve organisational goals (ML4, *ML5*)		
S11: Interpret and implement the practical application of regulation, legislation and organisational policies for stakeholders (OG1)		
S13: Analyse and prioritise organisation activities in response to the operating environment (OP1)		

S14: Implement business continuity plans, including risk assessment, contingency planning and disaster recovery, to ensure the uninterrupted operation of critical functions (OP2, *OP5*)		
S17: Manage relationships across multiple and diverse stakeholders (SR1, *SR2*)		
S18: Deliver sustainable services and solutions which allow the organisation to respond to changes in social, economic and environmental factors (OP3, *OP6*)		
S19: Manage and facilitate learning and continuous professional development for their team (ML2)		
S20: Coach and mentor individuals within their team (ML4, *ML6*)		
S21: Develop and implement operational plans that align with the strategic direction of the organisation (OP4)		
B1: Acts professionally, ethically and with integrity (ML3)		
B2: Supports an inclusive culture, treating colleagues and stakeholders fairly and with respect (SR1, *SR2*)		
B4: Seeks learning opportunities and continuous professional development for self and the wider team (ML2)		

Apprentice Declaration

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

Signed by apprentice (name)	Signature	Date

Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date