Highfield Level 5 End-Point Assessment for ST0385 Operations or Departmental Manager

Mock Assessment Materials

Professional Discussion underpinned by Portfolio of Evidence

	Operational planning and management	
Ref	**Assessment Criteria**	**Achieved**
OP1	Describes how they used their knowledge and understanding of data security and business planning techniques, to support their organisation in creating and delivering operational plans, which include setting targets and monitoring performance against plans (K1.3, K1.6, S1.4)	
OP2	Explains how they communicated their team's role in their organisation's vision and goals, and how they used their knowledge of the impact that organisational culture and diversity has on leading and managing change to drive, achieve and deliver operational plans (K4.3, S4.1, B1.1)	
OP3	Describes when they have shown resilience and accountability when seeking new opportunities for their organisation (B1.2, B1.4)	
OP4*	*Justifies the purpose of operational business planning and sales and marketing plans, and why they manage resources by setting key targets and monitoring performance against them (K1.3)*	

	Managing teams	
Ref	**Assessment Criteria**	**Achieved**
MT1	Evaluates different leadership styles, methods to lead multiple and remote teams and manage team leaders and explains how they have adapted their preferred style to ensure they are open, approachable, and able to build trust (K4.1, B2.1)	
MT2	Discusses how they have recruited, developed or managed team members, and explains the performance management techniques and talent management models that underpin this (K5.2, S5.1)	

MT3	Identifies strengths in their team and adopts coaching and mentoring techniques to develop, build, enable and motivate the team and support high performance working. Uses delegation to enable delivery through others and describes strategies to manage multiple teams (K4.2, K4.4, K5.1, S4.2, S5.2, S5.3)
MT4*	*Analyses the problems associated with managing multiple teams and can describe known strategies for dealing with them (K5.1)*
MT5*	*Analyses the effectiveness of different coaching and mentoring techniques that they used for office-based and remote team members and justifies their use of the techniques (K4.2, S4.2)*

Communication skills		
Ref	**Assessment Criteria**	**Achieved**
CS1	Describes how they used interpersonal skills, including active listening, when challenging and giving constructive feedback and seeking the views of others ensuring they valued diversity. Describes when they effectively used different forms of communication when chairing meetings or presenting (K7.1, S7.2, S7.3, B2.2)	
CS2	Describes when they have been able to build trust and effective relationships when identifying and sharing good practice while working collaboratively both within their organisation and externally. Explains how they used effective negotiation and influencing skills and demonstrated determination to manage conflict (K6.1, K6.2, K6.3, S6.1, S6.2, B1.3)	
CS3	Justifies how they remained positive and adaptable when responding to feedback in the need for change (B3.3)	
CS4*	*Evaluates known influencing and negotiating theories and models and the effectiveness of these within their organisation when managing the supplier relationship (K6.1)*	
CS5*	*Analyses barriers to communication and how they are overcome (K7.1)*	

Personal and professional development		
Ref	**Assessment Criteria**	**Achieved**
PD1	Explains how they used their knowledge of their own learning and behavioural styles, to create their own personal development plan (K8.2, S9.1)	
PD2	Reflects on their own performance, working style and emotional intelligence and the impact they have had on others (K8.1, S8.1)	

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| PD3 | Describes how they operate within their organisation's values and are a role model who sets an example to others by being open, honest, fair, consistent and impartial (B4.1, B4.2, B4.3) | |
| PD4* | *Evaluates a range of known learning styles in different situations (K8.2)* | |

*Distinction criteria