

Managing teams	
Communication skills	
Personal and professional development	

Think about
Professional discussion underpinned by portfolio of evidence
Level 5 Operations or Departmental Manager
AP04

On the day of assessment, you will carry out:

- A 60-minute professional discussion
- Remote or face-to-face
- Under exam conditions
- With your end-point assessor and your line manager (optional)

Key point
You will have already submitted your portfolio of evidence, however it will not be formally assessed.



Managing teams	
Communication skills	
Personal and professional development	

Think about
Professional discussion underpinned by portfolio of evidence
Level 5 Operations or Departmental Manager
AP04

On the day of assessment, you will carry out:

- A 60-minute professional discussion
- Remote or face-to-face
- Under exam conditions
- With your end-point assessor and your line manager (optional)

Key point
You will have already submitted your portfolio of evidence, however it will not be formally assessed.



Do

- Review the criteria associated with the professional discussion – this can be found in the EPA kit
- Reflect on the evidence you have provided in your portfolio of evidence
- Reflect on the knowledge, skills and behaviours you have developed and how they have supported you in your role and improved your confidence
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer competency-based questions using the STAR method, situation, task, action and result

Don't

- Forget to plan
- Forget to tell your colleagues that you are being assessed
- Forget to use your portfolio to support your responses

Next steps

- Results can take up to 12 days to be confirmed
- Your manager will inform you of your results

Resits

- If you do not achieve a pass result on the professional discussion, you can resit the assessment

Use the table below to plan and prepare for the professional discussion

Standard area	Key points to remember
Operational planning and management	



Do

- Review the criteria associated with the professional discussion – this can be found in the EPA kit
- Reflect on the evidence you have provided in your portfolio of evidence
- Reflect on the knowledge, skills and behaviours you have developed and how they have supported you in your role and improved your confidence
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer competency-based questions using the STAR method, situation, task, action and result

Don't

- Forget to plan
- Forget to tell your colleagues that you are being assessed
- Forget to use your portfolio to support your responses

Next steps

- Results can take up to 12 days to be confirmed
- Your manager will inform you of your results

Resits

- If you do not achieve a pass result on the professional discussion, you can resit the assessment

Use the table below to plan and prepare for the professional discussion

Standard area	Key points to remember
Operational planning and management	

