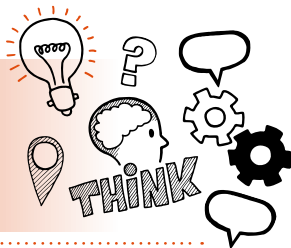


Think about
Professional discussion underpinned
by a portfolio of evidence
Level 5 ST0385 Operations Manager
v1.4



On the day of assessment, you will carry out:



A 60-minute formal two-way conversation



Remote or face-to-face



In a suitable assessment environment free from distraction or influence



With an end-point assessor



Key point

You will have already submitted your portfolio of evidence at gateway, which is not formally assessed, but can be referred to and used to illustrate your answers.



Do

- ☐ Review the criteria associated with the professional discussion - 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 bring your portfolio to refer to during the professional discussion



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 professional discussion, you can resit the assessment



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

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Managing and leading a team	
(P) Analyse performance data for individuals and teams to identify areas for improvement, continuous development requirements and learning needs (K20, S4)	
(P) Proactively seek, manage, and facilitate learning opportunities and continuous professional development for yourself and your wider team (S19, B4)	

Assessment criteria	Key points to remember
(P) Evaluate how your use of leadership and management tools and techniques helps you to lead and manage a team ethically, set goals and accountabilities, and mediate and resolve any conflicts (K14, K16, K18, S3, B1)	
(P) Outline the people management techniques and collaborative activities you use to coach, mentor, and motivate individuals in your team to achieve organisational goals (K4, K24, S7, S20)	
(D) Critically evaluate your people management approach to motivating team members and individuals (K4, S7)	
(D) Evaluate the impact coaching and mentoring techniques have on individuals in your team (K24, S20)	

Organisational governance

(P) Apply organisational policies and procedures, and relevant regulatory and legislative requirements while considering your impact on the team, the individual, your role, and the organisation, and interprets and communicate the practical implications of these for stakeholders (K2, K22, S11)

Assessment criteria	Key points to remember
(P) Proactively apply organisational policies and legislative guidelines to lead and influence the team and individuals to support an inclusive culture of equity, diversity, and the promotion of well-being (K3, S6)	
(D) Evaluate your approach to supporting, delivering, and promoting equity, diversity, inclusion, and wellbeing in terms of impact on the workplace (K3, S6)	
Operational planning	
(P) Analyse and prioritise organisational activities in response to the operating environment and the impact this has on your role (K19, S13)	
(P) Justify the business continuity principles you apply to ensure the uninterrupted operation of critical functions (K21, S14)	
(P) Explain how organisation policies and practices were followed to deliver sustainable services and solutions which enable the organisation to respond to changes in social, economic, and environmental factors (K23, S18)	
(P) Evaluate the degree to which operational plans they have developed and implemented align with the strategic direction of the organisation (K25, S21)	

Assessment criteria	Key points to remember
<p>(D) Evaluate the extent to which business continuity principles you apply have ensured the uninterrupted operation of critical functions (K21, S14)</p>	
<p>(D) Evaluate the extent to which organisation policies and practices followed to deliver sustainable services and solutions enabled the organisation to respond to changes in social, economic, and environmental factors (K23, S18)</p>	
Managing stakeholders	
<p>(P) Explain how you manage relationships across multiple and diverse stakeholders, ensuring they are treated fairly, inclusively and with respect (S17, B2)</p>	
<p>(D) Evaluate the impact of your approach to managing stakeholder relationships and recommend improvements (S17, B2)</p>	

