

Project Report Submission Sheet

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

This document should be used to map the apprentice's project to the Operations or Departmental Manager standard and confirm details of the apprentice's project. This should accompany the 4000-word project report and the presentation when they are submitted to Highfield Assessment.

Apprentice Details

Name	
Employer	
Training Provider	

Please indicate below which piece of evidence is mapped to each KSB covered in the project with report.

Planning their project proposal

KSB	Evidence page number(s)/section(s)
K1.1 Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs (PP2)	
K1.2 Understand business development tools (e.g. SWOT), and approaches to continuous improvement (PP1, PP5)	
K1.4 Knowledge of management systems, processes and contingency planning (PP1)	
K10.2 Understand organisational values and ethics and their impact on decision making (PP4)	

S1.1 Able to input into strategic planning and create plans in line with organisational objectives (PP2)	
S1.3 Demonstrate commercial awareness, and able to identify and shape new opportunities (PP1)	
S4.3 Able to support the management of change within the organisation (PP1)	
B3.1 Flexible to the needs of the organisation (PP3)	
B3.2 Is creative, innovative and enterprising when seeking solutions to business needs (PP3)	

Delivery of their project proposal

K1.5 Understand how to initiate and manage change by identifying barriers and know how to overcome them (DP5)	
K2.1 Know how to set up and manage a project using relevant tools and techniques and understand process management (DP1)	
K2.2 Understand approaches to risk management (DP1)	
K9.1 Understand time management techniques and tools, and how to prioritise activities and the use of different approaches to planning, including managing multiple tasks (DP2)	
K10.1 Understand problem-solving and decision-making techniques, including data analysis (DP3)	
S1.2 Support, manage and communicate change by identifying barriers and overcoming them (DP5)	
S2.1 Plan, organise and manage resources to deliver required outcomes (DP1)	

S2.2 Monitor progress and identify risk and their mitigation (DP1)	
S2.3 Able to use relevant project management tools (DP1, <i>DP6</i>)	
S7.1 Able to communicate effectively (verbal, non-verbal, written, digital) and be flexible in communication style (DP4)	
S9.2 Use of time management and prioritisation techniques (DP2)	
S10.1 Able to undertake critical analysis and evaluation to support decision making (DP3)	
S10.2 Use of effective problem-solving techniques (DP3, <i>DP6</i>)	

Project proposal output

K3.1 Understand business finance: how to manage budgets, and financial forecasting (PO1)	
S1.5 Producing reports, providing management information based on the collation, analysis and interpretation of data (PO1, <i>PO4</i>)	
S3.1 Able to monitor budgets and provide reports and consider financial implications of decisions and adjust approach/recommendations accordingly (PO1, <i>PO4</i>)	
S6.3 Use of specialist advice and support to deliver against plans (PO2, <i>PO3</i>)	
B3.4 Open to new ways of working (PO2)	

Confirmed Word Count:	
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Apprentice Declaration

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

Apprentice signature:	Date:
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Employer Declaration

I confirm that the project submitted is the apprentice's own work.

Employer representative name:
Employer signature:
Date:

Please ensure that all submissions are saved in one of the following file formats:

.docx

.xlsx

.pptx

.pdf

.jpg

.png

.mp3

.mp4

.m4a