Portfolio Matrix

Highfield Level 5 End-Point Assessment for ST0385 Operations or Developmental 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. 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. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

KSB	Evidence reference	Evidence location
Operational planning and management		
K1.3: Understand operational business planning techniques, including how to manage resources, development of sales and marketing plans, setting targets and monitoring performance (OP1, *OP4*)		
K1.6: Understand data security and management, and the effective use of technology in an organisation (OP1)		
K4.3: Understand organisational cultures and diversity and their impact on leading and managing change (OP2)		
S1.4: Creation and delivery of operational plans, including setting KPIs, monitoring performance against plans (OP1)		
S4.1: Able to communicate organisational vision and goals and how these apply to teams (OP2)		
B1.1: Drive to achieve in all aspects of work (OP2)		
B1.2: Demonstrate resilience and accountability (OP3)		
B1.4: Seeks new opportunities (OP3)		

Managing teams		
K4.1: Understand different leadership styles, how to lead multiple and remote teams and manage team leaders (MT1)		
K4.2: Know how to motivate and improve performance, supporting people using coaching and mentoring approaches (MT3, *MT5*)		
K4.4: Know how to delegate effectively (MT3)		
K5.1: Know how to manage multiple teams and develop high performing teams (MT3, *MT4*)		
K5.2: Understand performance management techniques, talent management models and how to recruit and develop people (MT2)		
S4.2: Support development through coaching and mentoring and enable and support high performance working (MT3, *MT5*)		
S5.1: Able to manage talent and performance (MT2)		
S5.2: Develop, build and motivate teams by identifying their strengths and enabling development within the workplace (MT3)		
S5.3: Able to delegate and enable delivery through others (MT3)		
B2.1: Open, approachable, authentic, and able to build trust with others (MT1)		
Communication skills		
K6.1: Understand approaches to partner, stakeholder and supplier relationship management including negotiation, influencing, and effective networking (CS2, *CS4*)		
K6.2: Knowledge of collaborative working techniques to enable delivery through others and how to share best practice (CS2)		
K6.3: Know how to manage conflict at all levels (CS2)		
K7.1: Understand interpersonal skills and different forms of communication and techniques (verbal, written, non-verbal, digital) and how to apply them appropriately (CS1, *CS5*)		
S6.1: Able to build trust and use effective negotiation and influencing skills and manage conflict (CS2)		
S6.2: Able to identify and share good practice and work collaboratively with others both inside and outside of the organisation (CS2)		
S7.2: Able to chair meetings and present using a range of media (CS1)		
S7.3: Use of active listening, and able to challenge and give constructive feedback (CS1)		
B1.3: Determination when managing difficult situations (CS2)		

B2.2: Seeks the views of others and values diversity (CS1)		
B3.3: Positive and adaptable, responding well to feedback and need for change (CS3)		
Personal and professional development		
K8.1: Understand own impact and emotional intelligence (PD2)		
K8.2: Understand different learning and behaviour styles (PD1, *PD4*)		
S8.1: Able to reflect on own performance, working style and its impact on others (PD2)		
S9.1: Able to create a personal development plan (PD1)		
B4.1: Sets an example, and is fair, consistent and impartial (PD3)		
B4.2: Open and honest (PD3)		
B4.3: Operates with organisational values (PD3)		

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