

Apprentice Assessment Planning Worksheet

VTCT Skills Level 5 Operations Manager

Assessment Method: Professional discussion underpinned by a portfolio of evidence

This worksheet has been developed to support you in preparation for your Professional Discussion with the Independent Assessor during your End-point assessment.

For your Professional Discussion, you will be required to cover the knowledge, skills, and behaviours (KSBs) assessment requirements that are outlined within the assessment plan for Operations Manager ST0385 v1.4. You will be assessed against the grading criteria outlined in your Professional Discussion Preparation Guide. You can use this worksheet to make notes about each of the KSBs and criteria and ensure you are confident discussing each one.

You must achieve all of the pass criteria to achieve a pass for the Professional Discussion. To achieve a distinction for the Professional Discussion, you must achieve all of the pass criteria *and* all of the distinction criteria. Pass criteria are indicated in this document by the reference “**P1, P2, P3...**”. Distinction criteria are indicated with the reference “**D1, D2, D3...**”.

Theme: Managing and leading a team			
Grade Descriptors	KSB reference		What do I need to remember?
P1 Analyses performance data for individuals and teams to identify areas for improvement, continuous development requirements and learning needs.	K20	The continuous development requirements and learning needs of their team.	
	S4	Analyse performance data for individuals and teams to identify areas for improvement.	

Theme: Managing and leading a team

Grade Descriptors	KSB reference		What do I need to remember?
P2 Proactively seeks, manages, and facilitates learning opportunities and continuous professional development for themselves and their wider team.	S19	Manage and facilitate learning and continuous professional development for their team.	
	B4	Seeks learning opportunities and continuous professional development for self and the wider team.	
P3 Evaluates how their use of leadership and management tools and techniques helps them to lead and manage a team ethically, set goals and accountabilities, and mediate and resolve any conflicts.	K14	Conflict resolution and mediation processes.	
	K16	Ethics and values-based leadership theories and principles, for example employee wellbeing.	
	K18	Leadership and management tools and techniques.	
	S3	Manage and set goals and accountabilities for individuals and teams.	
	B1	Acts professionally, ethically and with integrity.	

Theme: Managing and leading a team

Grade Descriptors	KSB reference		What do I need to remember?
P4 Outlines the people management techniques and collaborative activities they use to coach, mentor, and motivate individuals in their team to achieve organisational goals.	K4	Approaches to people management, for example recruitment, performance management, reward, and talent management and resource planning.	
	K24	Coaching and mentoring techniques.	
	S7	Motivate team members and individuals through collaborative activities, for example one-to-one coaching and team meetings, to achieve organisational goals.	
	S20	Coach and mentor individuals within their team.	

Theme: Managing and leading a team			
Grade Descriptors	KSB reference		What do I need to remember?
D1 Critically evaluates their people management approach to motivating team members and individuals.	K4	Approaches to people management, for example recruitment, performance management, reward, and talent management and resource planning.	
	S7	Motivate team members and individuals through collaborative activities, for example one-to-one coaching and team meetings, to achieve organisational goals.	
D2 Evaluates the impact coaching and mentoring techniques have on individuals in their team.	K24	Coaching and mentoring techniques.	
	S20	Coach and mentor individuals within their team.	

Theme: Organisational Governance			
Grade Descriptors	KSB reference		What do I need to remember?
P5 Applies organisational policies and procedures, and relevant regulatory and legislative requirements while considering their impact on the team, the individual, their role, and the organisation, and interprets and communicates the practical implications of these for stakeholders.	K2	Relevant regulation and legislation requirements, and their impact on their team, the individual, their role and the organisation.	
	K22	Organisational policies and procedures, for example health and safety.	
	S11	Interpret and implement the practical application of regulation, legislation and organisational policies for stakeholders.	

Theme: Organisational Governance

Grade Descriptors	KSB reference		What do I need to remember?
P6 Proactively applies 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 wellbeing.	K3	Legislation and organisational policies relating to equity, diversity and inclusion in the workplace and their impact on the organisation and stakeholders.	
	S6	Lead and influence the team and individuals to support an inclusive culture of equity, diversity, and the promotion of wellbeing.	
D3 Evaluates their approach to supporting, delivering, and promoting equity, diversity, inclusion, and wellbeing in terms of impact on the workplace.	K3	Legislation and organisational policies relating to equity, diversity and inclusion in the workplace and their impact on the organisation and stakeholders.	
	S6	Lead and influence the team and individuals to support an inclusive culture of equity, diversity, and the promotion of wellbeing.	

Theme: Operational Planning			
Grade descriptor	KSB reference		What do I need to remember?
P7 Analyses and prioritises organisational activities in response to the operating environment and the impact this has on their role.	K19	The sector in which the organisation operates and its impact on their role.	
	S13	Analyse and prioritise organisation activities in response to the operating environment.	
P8 Justifies the business continuity principles they apply to ensure the uninterrupted operation of critical functions.	K21	Business continuity principles, including risk assessment, contingency planning and disaster recovery.	
	S14	Implement business continuity plans, including risk assessment, contingency planning and disaster recovery, to ensure the uninterrupted operation of critical functions.	

Theme: Operational Planning			
Grade descriptor	KSB reference		What do I need to remember?
P9 Explains 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	Responsible organisation policies and practices covering social, environmental, and economic factors, including sustainability.	
	S18	Deliver sustainable services and solutions which allow the organisation to respond to changes in social, economic and environmental factors.	
P10 Evaluates the degree to which operational plans they have developed and implemented align with the strategic direction of the organisation	K25	The strategic direction of the organisation and the impact on operational plans.	
	S21	Develop and implement operational plans that align with the strategic direction of the organisation.	

Theme: Operational Planning			
Grade descriptor	KSB reference		What do I need to remember?
D4 Evaluates the extent to which business continuity principles they apply have ensured the uninterrupted operation of critical functions.	K21	Business continuity principles, including risk assessment, contingency planning and disaster recovery.	
	S14	Implement business continuity plans, including risk assessment, contingency planning and disaster recovery, to ensure the uninterrupted operation of critical functions.	
D5 Evaluates 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	Responsible organisation policies and practices covering social, environmental, and economic factors, including sustainability.	
	S18	Deliver sustainable services and solutions which allow the organisation to respond to changes in social, economic and environmental factors.	

Theme: Stakeholder Relationships			
Grade Descriptor	KSB reference		What do I need to remember?
P11 Explains how they manage relationships across multiple and diverse stakeholders, ensuring they are treated fairly, inclusively and with respect.	S17	Manage relationships across multiple and diverse stakeholders.	
	B2	Supports an inclusive culture, treating colleagues and stakeholders fairly and with respect.	
D6 Evaluates the impact of their approach to managing stakeholder relationships and recommends improvements.	S17	Manage relationships across multiple and diverse stakeholders.	
	B2	Supports an inclusive culture, treating colleagues and stakeholders fairly and with respect.	

Document amendment history page

Version	Issue Date	Changes	Role
1	21/11/2024	First published	Product Manager