

Apprentice Assessment Planning Worksheet

Level 5 End-point Assessment for Operations manager

Assessment Method: Project with report

This worksheet has been developed to support you (the Apprentice) in preparation for your Project with report with the Independent Assessor during your End-point assessment.

For your project with report, 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 Project with Report 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 Project with report. To achieve a distinction for the Project with report, 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: Project scope and planning			
Grade Descriptors	KSB reference		What do I need to remember?
P1 Explains how they identify problems and use methods for researching, analysing interpreting, and evaluating data to inform judgements and provide solutions.	K6	Methods for researching, analysing, interpreting and evaluating data to inform judgements and enable decision making.	
	S2	Identify problems and provide solutions.	
P2 Explains how they manage and prioritise stakeholder relationships and influence and negotiate with stakeholders to shape and agree goals and outcomes when identifying and managing organisational improvement opportunities.	K8	How to identify and manage organisational improvement opportunities.	
	K10	Methods used to identify, manage and prioritise stakeholder relationships.	
	S16	Influence and negotiate with stakeholders to shape and agree goals and outcomes.	

<p>P3 Describes the change management concepts and the methods they use to implement change within their organisation in line with the project brief.</p>	<p>K17</p>	<p>Change management concepts and methods for implementing change within the organisation.</p>	
<p>P4 Explains how they identify the current and future needs of the sector and respond to any external factors that may influence the future landscape and evaluates their impact on the organisation.</p>	<p>K11</p>	<p>The current and future needs of the sector and the impact on their organisation.</p>	
	<p>S15</p>	<p>Identify and respond to external factors that may influence the future landscape and evaluate their impact on the organisation.</p>	
<p>D1 Evaluates the impact of their approach to influencing and negotiating with stakeholders to shape and agree goals and outcomes when identifying and managing organisational improvement opportunities.</p>	<p>K8</p>	<p>How to identify and manage organisational improvement opportunities.</p>	
	<p>S16</p>	<p>Influence and negotiate with stakeholders to shape and agree goals and outcomes.</p>	

<p>D2 Critically analyses the current and future needs of the organisation.</p>	<p>K11</p>	<p>The current and future needs of the sector and the impact on their organisation.</p>	
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Theme: Project implementation			
Grade Descriptors	KSB reference		What do I need to remember?
<p>P5 Explains how they use IT and software tools to support the needs of the organisation, including advances in technology, and use digital tools to analyse information and monitor performance and budgets to drive the implementation and delivery of plans and projects.</p>	<p>K5</p> <p>IT and software tools used to support the current and future needs of the organisation, including advances in technology.</p>		
	<p>S8</p> <p>Use digital tools to analyse information and monitor performance and budgets to drive the implementation and delivery of plans and projects.</p>		

P6 Explains how they apply project and financial management tools and techniques to manage and deliver projects within budget and resource requirements, taking accountability and ownership of their own and the team's tasks and workload.	K7 Financial management techniques and implications of decisions for budgets.	
	K9 Project management tools and techniques.	
	S5 Manage and influence project activity to deliver within budget and resource requirements.	
	B3 Takes accountability and ownership of their own and the team's tasks and workload.	
P7 Outlines the problem solving, decision making, influencing, and negotiating models and techniques they used in the project.	K12 Problem solving and decision-making techniques.	
	K13 Influencing and negotiation models and techniques.	

P8 Explains how they work collaboratively with others to research, interpret, and analyse information which informs the implementation of business plans or projects.	S9 Research, interpret and analyse information to inform the implementation of business plans or projects.	
	B6 Works collaboratively with others across the organisation and stakeholders.	
P9 Explains how they work flexibly and adapt to change when managing continuous improvement and change for their team and organisation.	S12 Manage continuous improvement and change for their team and organisation.	
	B5 Works flexibly and adapts to circumstances.	

<p>D3 Evaluates their approach to managing continuous improvement and change within the project.</p>	<p>S12</p>	<p>Manage continuous improvement and change for their team and organisation.</p>	
<p>D4 Evaluates the impact of the project and financial management techniques they have used to deliver projects within resource requirements, suggesting improvements to facilitate the success of future projects.</p>	<p>K7</p>	<p>Financial management techniques and implications of decisions for budgets.</p>	
	<p>K9</p>	<p>Project management tools and techniques.</p>	
	<p>S5</p>	<p>Manage and influence project activity to deliver within budget and resource requirements.</p>	

Theme: Evaluation and recommendation

Grade Descriptor	KSB reference		What do I need to remember?
P10 Selects and applies different communication techniques and methods to present information to stakeholders.	K1	Presentation skills and methods.	
	K15	Communication techniques and approaches.	
	S1	Communicate and present information to stakeholders using different types of media.	

<p>P11 Evaluates the impact of outcomes from organisational plans or projects to drive the decision-making process.</p>	<p>S10</p>	<p>Evaluate the impact of outcomes from organisational plans or projects to drive the decision-making process.</p>	
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Document amendment history page

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