

Mock Assessment Form

Level 5 End-point Assessment for Operations manager

Assessment Method: Professional discussion underpinned by a portfolio of evidence

This Mock Assessment Form has been developed to support the tutor in preparing the Apprentice for their Professional discussion during their End-point Assessment for Operations manager - **ST0385 v1.4**.

Grading criteria

Managing and leading a team		Achieved Yes/No	Comments
Pass	Analyses performance data for individuals and teams to identify areas for improvement, continuous development requirements and learning needs. (K20, S4)		
Pass	Proactively seeks, manages, and facilitates learning opportunities and continuous professional development for themselves and their wider team. (S19, B4)		
Pass	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, K16, K18, S3, B1)		

Grading criteria		Achieved Yes/No	Comments
Pass	Outlines the people management techniques and collaborative activities they use to coach, mentor, and motivate individuals in their team to achieve organisational goals. (K4, K24, S7, S20)		
Distinction	Critically evaluates their people management approach to motivating team members and individuals. (K4, S7)		
Distinction	Evaluates the impact coaching and mentoring techniques have on individuals in their team. (K24, S20)		

Sample Questions: Pass Criteria

K20, S4		
How do you analyse performance data to identify areas for improvement and prioritise learning needs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What tools and techniques do you use to ensure the accuracy and reliability of performance data, and how do you develop action plans based on these insights?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
S19, B4		
Can you share an instance where you took the initiative in creating learning opportunities for yourself and your team? What were the results?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How do you ensure continuous professional growth for yourself and your team? Can you provide examples?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
K14, K16, K18, S3, B1		
What are the strengths and weaknesses of different leadership and management tools that can be adopted to lead a team ethically?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you provide an example when you have managed resistance when setting goals?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

K4, K24, S7, S20		
Can you provide an example of when you have effectively collaborated to support team development?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What group activities do you use to encourage your team? Can you give an example of how these activities have made your team work better and achieve their goals?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Sample Questions: Distinction Criteria

K4, S7		
How do you evaluate the effectiveness of your people management techniques in motivating your team? What personal strengths do you have, and what limitations have you identified in your approach?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you provide an example of a time when you adjusted your motivational strategies based on feedback or self-assessment? How did your personal strengths and limitations influence this adjustment?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
K24, S20		
Can you provide an example of when you're coaching or mentoring had a significant impact on someone in your team? How did your strengths play a role in that situation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How do you assess if you're coaching and mentoring techniques are making a difference? What do you think you do well, and where do you see room for improvement?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Organisational governance			
Grading criteria		Achieved Yes/No	Comments
Pass	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, K22, S11)		
Pass	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 well-being. (K3, S6)		
Distinction	Evaluates their approach to supporting, delivering, and promoting equity, diversity, inclusion, and well-being in terms of impact on the workplace. (K3, S6)		

Sample Questions: Pass Criteria
K2, K22, S11

How do you implement updated or new company policies and legal requirements through effective communication, implementation and monitoring? Can you provide an example?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you describe a situation where you had to consider the impact of a new policy or regulation on your team and the organisation? How did you handle this?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

K3, S6

How do you apply organisational policies and legislative guidelines to promote equity, diversity, and well-being within your team? Can you share an example of a successful initiative?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How do you lead and influence your team to support an inclusive culture? What strategies have you found most effective in fostering diversity and well-being?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Sample Questions: Distinction Criteria
K3, S6

How do you utilise your strengths to support and promote equity, diversity, inclusion, and well-being in your workplace? Can you provide an example where your strengths made a significant impact?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you reflect on your approach to supporting equity, diversity and inclusion within the workplace?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Operational planning			
	Grading criteria	Achieved Yes/No	Comments
Pass	Analyses and prioritises organisational activities in response to the operating environment and the impact this has on their role. (K19, S13)		
Pass	Justifies the business continuity principles they apply to ensure the uninterrupted operation of critical functions. (K21, S14)		
Pass	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, S18)		
Pass	Evaluates the degree to which operational plans they have developed and implemented align with the strategic direction of the organisation. (K25, S21)		
Distinction	Evaluates the extent to which business continuity principles they apply have ensured the uninterrupted operation of critical functions. (K21, S14)		

Distinction	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, S18)		
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Sample Questions: Pass Criteria			
K19, S13			
How do you assess the current situation to prioritise workload? Can you give an example of a time when you made the right call?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
How do you assess the impact of changes in the operating environment on your role and responsibilities? Can you describe a situation where you had to adapt due to such changes?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
K21, S14			
How do you make sure important tasks keep running smoothly during disruptions? Can you share a time when you did this successfully?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
What steps do you take to keep things running when there is a problem? What impact did this have on the team and organisation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
K23, S18			
Can you provide an example of when you have identified and implemented change to support sustainable and environmental requirements?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
What steps do you take to ensure your work aligns with organisational practices for sustainability? How have these steps helped the organisation respond to changes in the world around us?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
K25, S21			
How do you make sure your operational plans match the overall goals of the organisation? Can you share an example of a plan you developed that aligned well with the company's strategy?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
What steps do you take to check if your plans are in line with the organisation's strategic direction? Can you describe a time when you had to adjust a plan to better fit the company's goals?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

Sample Questions: Distinction Criteria
K21, S14

Can you provide an example when you have used contingency planning to support business continuity during an operational breakdown?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What steps do you take to make sure critical functions stay operational during a problem? How have your strengths and areas for improvement affected this process?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

K23, S18

What methods do you use to evaluate the effectiveness of your sustainability practices? Can you describe a time when these practices enabled the organisation to respond effectively to external changes?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How do the company policies deliver on required sustainability responsibilities? What future improvements could be implemented?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Stakeholder Relationships			
Grading criteria		Achieved Yes/No	Comments
Pass	Explains how they manage relationships across multiple and diverse stakeholders, ensuring they are treated fairly, inclusively and with respect. (S17, B2)		
Distinction	Evaluates the impact of their approach to managing stakeholder relationships and recommends improvements. (S17, B2)		

Sample Questions: Pass Criteria		
S17, B2		
How do you make sure you are treating all stakeholders fairly and with respect, especially those of different backgrounds? Can you provide an example of when you have managed a challenging situation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What steps do you take to build and maintain good relationships with a diverse group of stakeholders? Can you give an example of how you ensured everyone felt included and valued?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Sample Questions: Distinction Criteria		
S17, B2		
How do you evaluate the success of your approach to managing stakeholder relationships? Can you share an example of what worked well and what did not?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Based on your experiences, what improvements would you recommend for better managing stakeholder relationships in the future? Can you give a specific example of a change you made that had a positive impact?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Document History

Version	Issue Date	Changes	Role
v1	04/02/2025	First published	Qualification Development Manager