Mock Assessment Form

Level 5 End-point Assessment for Operations manager

Assessment Method: Project with report

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

Grading criteria

Project scope and planning			
Grading criteria		**Achieved Yes/No**	**Comments**
Pass	Explains how they identify problems and use methods for researching, analysing, interpreting, and evaluating data to inform judgements and provide solutions. (K6, S2)		
Pass	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, K10, S16)		
Pass	Describes the change management concepts and the methods they use to implement change within their organisation in line with the project brief. (K17)		

Grading criteria		Achieved Yes/No	Comments
Pass	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. (K11, S15)		
Distinction	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. (K8, S16)		
Distinction	Critically analyses the current and future needs of the organisation. (K11)		

Sample Questions: Pass Criteria

K6, S2		
Can you discuss your approach to identifying and resolving problems in your job role?	Yes ☐	No ☐

K8, K10, S16		
Can you provide an example of when you have personally worked with stakeholders to shape and agree goals and outcomes when identifying and managing organisational improvement opportunities?	Yes ☐	No ☐

K17		
What strategies do you use to communicate changes to your team and keep them engaged throughout the process?	Yes ☐	No ☐

K11, S15		
Can you give an example of when you have identified external factors that have influenced your organisation's future landscape, and explain the impact these may have had?	Yes ☐	No ☐

Sample Questions: Distinction Criteria				
K8, S16				
Can you describe a strategy you've used to influence and negotiate with stakeholders? What were its strengths and weaknesses when it came to setting goals and outcomes for organisational improvements?	Yes	☐	No	☐
K11				
Can you explain how you have critically analysed the current and future needs of your organisation?	Yes	☐	No	☐

Project implementation

Grading criteria		Achieved Yes/No	Comments
Pass	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 (K5, S8)		
Pass	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, K9, S5, B3)		
Pass	Outlines the problem solving, decision making, influencing, and negotiating models and techniques they used in the project. (K12, K13)		
Pass	Explains how they work collaboratively with others to research, interpret, and analyse information which informs the implementation of business plans or projects. (S9, B6)		
Pass	Explains how they work flexibly and adapt to change when managing continuous improvement and change for their team and organisation. (S12, B5)		
Distinction	Evaluates their approach to managing continuous improvement and change within the project. (S12)		
Distinction	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. (K7, K9, S5)		

Sample Questions: Pass Criteria				
K5, S8				
Can you give examples of IT and software tools you have used to support the needs of your organisation?	Yes	☐	No	☐
K7, K9, S5, B3				
How have you used financial and management tools and techniques to deliver projects within budget and resource requirements?	Yes	☐	No	☐
K12, K13				
Can you provide examples of the problem solving, decision making, influencing, or negotiating models and techniques you have used for your project?	Yes	☐	No	☐
S9, B6				
Can you discuss when you have worked collaboratively with others to research, interpret, and analyse information to inform the implementation of business plans or projects.	Yes	☐	No	☐
S12, B5				
How have you worked flexibly and adapted to change when managing continuous improvement and change for your team and your organisation?	Yes	☐	No	☐

Sample Questions: Distinction Criteria				
S12				
What has been the most successful approaches you have adopted to manage continuous improvement and change within your project?	Yes	☐	No	☐
K7, K9, S5				
Reflecting on the project and financial management techniques you have used to deliver projects within the resource requirements do you have any suggested improvements to facilitate the success of future projects?	Yes	☐	No	☐

Evaluation and recommendations

Grading criteria		Achieved Yes/No	Comments
Pass	Selects and applies different communication techniques and methods to present information to stakeholders. (K1, K15, S1)		
Pass	Evaluates the impact of outcomes from organisational plans or projects to drive the decision-making process. (S10)		

Sample Questions: Pass Criteria

K1, K15, S1					
Which communication methods you find most effective when presenting information to stakeholders?	Yes	☐	No	☐	
S10					
How do you use the insights gained from evaluating project outcomes to improve future plans or projects?	Yes	☐	No	☐	
Can you share an example of a change you made based on the evaluation of a previous project's outcomes?	Yes	☐	No	☐	

Document History

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