

## Working with ELS End-Point Assessment

### Independent End Point Assessor - Supporting Evidence of Competency

Each apprenticeship standard sets out very clear requirements for occupational competency that we (ELS) must ensure our assessment team meet.

Please provide [detailed information](#) for how you meet the requirements of the **Operations and Departmental Manager Level 5** Standard (and pathways, where appropriate) you are applying to assess.

<b>Name:</b>	
<b>Date:</b>	
<b>Contact number:</b>	
<b>Do you hold an Assessors qualification? (D32, D33, A1, CAVA)</b> Please list dates achieved (or dates expected if working towards):	
<b>Do you hold an Internal Quality Assurance (IQA) Qualification (D34, V1)</b>	
<b>Do you hold any current and valid DBS checks?</b>	
<b>Date the DBS Check was completed:</b>	

STANDARD:	Occupational competency requirements, as set out in the assessment plan:	How do you meet these occupational competency requirements?  <i>Consider including information such as: details of environments you have worked in, currency of your practical competence, dates and timeframes of experience, how you remain current, details of any professional registrations or qualifications you hold, specific to standard and/or pathway.</i> <b>NB. For standards which have multiple pathways, please enter N/A for the pathways you have no experience in.</b> <a href="https://www.instituteforapprenticeships.org/media/1496/operations-departmental-manager-assessment-plan-revised-25-10-17.pdf">https://www.instituteforapprenticeships.org/media/1496/operations-departmental-manager-assessment-plan-revised-25-10-17.pdf</a> Please click on the link to look up the latest Apprenticeship Standard.	<i>Internal use only:</i>  <b>Score</b>
<b>Operations and Departmental Manager L4</b>	Have excellent knowledge and understanding of the apprenticeship standard.		
	Do you have 'hands on' experience with Operations Management within the last 3 years?		
	How do you keep your CPD for this standard up to date?		

	<b>Key knowledge, Skills and Behaviours as set out in the assessment plan:</b>	<b>How do you meet the standard criteria for the KSBs listed below?</b>  <i>An understanding of the apprenticeship standards and the assessment models used, with specific knowledge about the relevant industry area for the role. Explain your “hands on” experience within the following areas. Please include dates and as much detail as possible. As you type into the boxes they will expand.</i>	<u>Internal use only:</u>  <b>Score</b>
	<b>Operational Management</b> Understand operational management approaches and models, including creating plans to deliver objectives and setting KPIs. Understand business development tools (e.g. SWOT), and approaches to continuous improvement. Knowledge of management systems, processes and contingency planning.		
	<b>Project management</b> Know how to set up and manage a project using relevant tools and techniques, and understand process management. Understand approaches to risk management.		
	<b>Finance</b> Understand business finance: how to manage budgets, and financial forecasting.		
	<b>Project management</b> Know how to set up and manage a project using relevant tools and techniques, and understand process management. Understand approaches to risk management.		

	<p><b>Leading People</b>          Understand different leadership styles, how to lead multiple and remote teams and manage team leaders. Know how to motivate and improve performance, supporting people using coaching and mentoring approaches. Understand organisational cultures and diversity and their impact on leading and managing change. Know how to delegate effectively.</p>		
	<p><b>Managing People</b>          Know how to manage multiple teams, and develop high performing teams. Understand performance management techniques, talent management models and how to recruit and develop people.</p>		
	<p><b>Building Relationships</b>          Understand approaches to partner, stakeholder and supplier relationship management including negotiation, influencing, and effective networking. Knowledge of collaborative working techniques to enable delivery through others and how to share best practice. Know how to manage conflict at all levels.</p>		
	<p><b>Communication</b>          Understand interpersonal skills and different forms of communication and techniques (verbal, written, non-verbal, digital) and how to apply them appropriately.</p>		
	<p><b>Self –Awareness</b>          Understand own impact and emotional intelligence. Understand different and learning and behaviour styles.</p>		

	<p><b>Management of Self</b> Understand time management techniques and tools, and how to prioritise activities and the use of different approaches to planning, including managing multiple tasks.</p>		
	<p><b>Decision Making</b> Understand problem solving and decision making techniques, including data analysis. Understand organisational values and ethics and their impact on decision making.</p>		

Thank you for your time completing this form

Please return your completed form to ELS by uploading your form at:

<https://www.elsbusinesstraining.co.uk/end-point-assessment/independent-end-point-assessors-and-internal-quality-assurers/>

or email it to [epaenquiries@explosivelearningsolutions.com](mailto:epaenquiries@explosivelearningsolutions.com)