

# Highfield Level 3 End-Point Assessment for ST0384 Team Leader/ Supervisor Mock Assessment Materials

## Competency-Based Interview

Leading People		
Ref	Assessment Criteria	Interview Mark
S1.1	Communicate organisation strategy and team purpose	
S1.2	Adapt communication styles to suit audience	
S1.3	Support the development of a team and individuals through coaching and role modelling values and behaviours	
S1.4	Manage change effectively	

Managing People		
Ref	Assessment Criteria	Interview Mark
S2.1	Support and develop individuals, and motivate them to achieve	
S2.2	Identify effective ways to set operational goals	
S2.3	Set short and long-term personal goals	
S2.4	Monitor individual's progress, providing clear guidance and feedback	

Building Relationships		
Ref	Assessment Criteria	Interview Mark
S3.1	Build trust with and across the team, using effective negotiation and influencing skills	
S3.2	Manage conflicts within a team	
S3.3	Engage in discussions and provide feedback	
S3.4	Identify and share good practice across teams	
S3.5	Build relationships with customers	
S3.6	Manage relationships with customers effectively	

Communication		
Ref	Assessment Criteria	Interview Mark
S4.1	Demonstrate effective communication	
S4.2	Demonstrate the use of active listening	
S4.3	Provide constructive feedback	

Operational Management		
Ref	Assessment Criteria	Interview Mark
S5.1	Communicate the organisational strategy to individuals and teams	
S5.2	Deliver organisational strategy against operational plans, translating goals into deliverable actions for the team, <b>and</b> monitoring outcomes	
S5.3	Adapt to change, identifying challenges and solutions	

S5.4	Organise, prioritise and allocate work by effectively using resources	
S5.5	Collate and analyse data	
S5.6	Create reports	

Project Management		
Ref	Assessment Criteria	Interview Mark
S6.1	Organise and manage resources <b>and</b> risk	
S6.2	Monitor progress to deliver against the project plan	
S6.3	Use relevant project management tools, and take corrective action to ensure successful project delivery	

Finance		
Ref	Assessment Criteria	Interview Mark
S7.1	Apply organisational governance and compliance requirements to ensure effective control of budgets	