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

## Mock Assessment Materials

### Competency-based interview

| | Regulation and guidance | | |
|---|---|---|---|
| **Ref** | **Indicative assessment criteria** | **Criteria Met** | **Criteria Not Met** |
| **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** | **Indicative assessment criteria** | **Criteria Met** | **Criteria Not Met** |
| **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** | **Indicative assessment criteria** | **Criteria Met** | **Criteria Not Met** |
| **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** | **Indicative assessment criteria** | **Criteria Met** | **Criteria Not Met** |
| **S4.1** | Demonstrate effective communication | | |
| **S4.2** | Demonstrate the use of active listening | | |
| **S4.3** | Provide constructive feedback | | |

## Operational management

| Ref | Indicative assessment criteria | Criteria Met | Criteria Not Met |
|---|---|---|---|
| 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, and 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 | Indicative assessment criteria | Criteria Met | Criteria Not Met |
|---|---|---|---|
| S6.1 | Organise and manage resources and 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 | Indicative assessment criteria | Criteria Met | Criteria Not Met |
|---|---|---|---|
| S7.1 | Apply organisational governance and compliance requirements to ensure effective control of budgets | | |

**Highfield**