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

Presentation and Questions and Answers

Team Building and Development		
Ref	**Assessment Criteria**	**Achieved**
TB1	Explain how they use knowledge of leadership styles and facilitation of cross-team working to develop their team and individuals and improve performance and how this helps them to drive their team to meet their objectives.	
TB2	Demonstrate how they support the development of the team and manage change to deliver organisational objectives, through coaching and role modelling through the use of resources and prioritising work allocation	
TB3	Adapt their approach, where required, to accommodate the specific needs of individual team members	
TB4	Analyse the effectiveness of appropriate academic theories and models and incorporates them appropriately in their approach to leadership and team building.	

Communication		
Ref	**Assessment Criteria**	**Achieved**
C1	Select appropriate communication manner and medium to build and manage an effective relationship with customers and adapt their communication approach to suit their audience.	
C2	Describes, with examples, how they have chaired meetings, when they have presented to team/management, and how the facilitated the contributions of others.	
C3	Explains how to approach challenging conversations, how to raise concerns and how to provide constructive feedback	
C4	*Evaluated how they build rapport with their audience, including customers, and how this can be negatively and positively impacted on by the different communication approaches and styles.*	
C5	*Regulate the flow of conversations in the meetings they lead and compensate for both dominant and quiet voices to be heard equally*	

Organisational Culture and Strategy

Ref	Assessment Criteria	Achieved
OC1	Explains the importance of an organisational culture, what it is influenced and informed by, and its responsibility to equality, diversity and inclusion	
OC2	Describe how an organisational strategy is arrived at, and how both the strategy and culture are cascaded through an organisation, how they remain flexible in delivering it and how **targets** are achieved, and outcomes monitored	
OC3	*Analyse how culture can affect individuals in different ways and how different cultures can impact on team working and strategy.*	
OC4	*Explain the impact their communication of operational plans has had on the deliverable actions for their team, and the steps they then took to mitigate any adverse effects arising from this communication*	

Problem Solving

Ref	Assessment Criteria	Achieved
PS1	Applies **problem solving** and decision-making techniques. Explains how they take a positive and adaptative approach to change within their organisation, describing when they have shown accountability for personal and team objectives and resilience in challenging situations and an ability to adapt both their approach and that of their team, to operational change and challenges within their organisation, escalating issues when required.	
PS2	Presents strategies to implement operational and/or team plans and manage resources. Identifies challenges and responds to feedback from their team and others to positively and proactively make business and delivery decisions, adapting plans and managing change to identify solutions.	
PS3	Explains approaches taken to manage stakeholder and customer relationships, which makes reference to emotional intelligence and conflict management techniques.	
PS4	Describe how they work creatively, innovatively and are enterprising when seeking solutions to business needs	
PS5	*Analyse the successes and learning points from a period of change their organisation has experienced, and describe how the team leader's role enables their team to clearly understand success criteria.*	

	Data Analysis	
Ref	**Assessment Criteria**	**Achieved**
DA1	Use data, including collection, management and analysis, to create reports which support their decision making	
DA2	*Evaluates how their analysis and management of either qualitative or quantitative data or different technologies has led, or will lead, to improved quality, efficiency or productivity within their organisation.*	