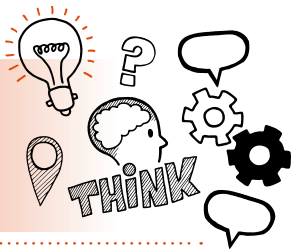# Think about
Professional discussion
underpinned by a portfolio
of evidence
Level 3 ST0384 Team Leader v1.4

On the day of assessment, you will carry out:

A 60-minute formal two-way conversation

Remote or face-to-face

In a suitable assessment environment free from distraction or influence

With an end-point assessor

Key point

You will have already submitted your portfolio of evidence at gateway, which is not formally assessed, but can be referred to and used to illustrate your answers.

Highfield

Do

- [ ] Review the criteria associated with the professional discussion - this can be found in the EPA Kit and in the table at the end of this document

- [ ] Review relevant legislation, regulations, codes of conduct and your organisation's policies and procedures

- [ ] Ensure a quiet room is available and that there are no interruptions

- [ ] Be prepared to answer at least 5 questions and any follow-up questions that your assessor may ask

Don't

- [ ] Forget to bring your ID
- [ ] Forget to plan
- [ ] Forget to bring your portfolio to refer to during the professional discussion

Next steps

- Results can take up to 7 working days to be confirmed
- Your manager/training provider will inform you of the results

Resits

- If you do not achieve a pass result on the professional discussion, you can resit the assessment

Use the table below to plan and prepare for the professional discussion.

(P) indicates pass criteria
(D) indicates distinction criteria

Assessment criteria	Key points to remember
Building a high performing team	
(P) Describe your approach to identifying and supporting the learning and development needs of team members, as well as seeking out opportunities to develop your own learning and professional development (K2, S4, B4)	
(P) Describe the leadership, management and performance management techniques and tools you use to organise, prioritise, and allocate work activities (K1, K17, S2)	

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Assessment criteria	Key points to remember
(P) Explain your approach to sharing best practice and advising stakeholders on the practical application of regulation and legislation relevant to your work within the organisation (S12)	
(P) Explain how you have ethically and inclusively applied policies and procedures relating to people and organisational culture to support equity, diversity, and inclusion in the workplace (K10, K23, B1)	
(D) Evaluate your approach to supporting and promoting equity, diversity, and inclusion in terms of impact on the workplace (K10, K23, B1)	

Communication and implementing operational plans

(P) Explain how you use and manage resources and collaborate with stakeholders to implement and deliver operational goals and team plans within your level of responsibility and accountability (K7, K18, S1, S14)	
(P) Explain how you communicated the impact of organisational strategy on different stakeholders using different types of media to ensure understanding (S11, S13)	

Assessment criteria	Key points to remember
(D) Evaluate the impact of the techniques you have used to communicate how organisational strategy impacts stakeholders, suggesting improvements to facilitate your understanding of what is required (S11, S13)	
Managing change and continuous improvement	
(P) Explain how you apply the principles of change management and continuous improvement to work processes to identify areas where performance can be enhanced (K13, S7)	
(P) Describe how you negotiate with and challenge stakeholders and others, when managing change, and the activities used to resolve and reduce conflict (S10, S16)	
(P) Describe your approach to managing budgets and maximising the use of resources (K22)	
(D) Evaluate the extent to which continuous improvement techniques improve work processes (K13, S7)	

Assessment criteria	Key points to remember
Using technology	
(P) Describe the technology, software, and methods you use to produce documentation and support activities for the business, and how you monitor your use to reduce energy consumption when not in use (K14, S8, S19)	
Contributing to a project	
(P) Explain how you utilise project management tools and techniques to plan a project, prioritise activities, monitor progress, and take corrective action to deliver against the project plan on time whilst taking ownership of the tasks (K4, K8, S6, B3)	