

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

Professional Discussion underpinned by Portfolio of Evidence

Building a High Performance Team		
Ref	Assessment Criteria	Achieved
BH1	Describes how they developed a high performing and motivated team by setting a fair, consistent and impartial example; setting, monitoring and supporting operational and personal objectives; building trust and using their understanding of team dynamics, management models, emotional intelligence, active listening and learning styles; and leading by example	
BH2	Describes, with examples, when they have shared good practice with, and provided direction and constructive feedback to, their team (and more widely), including how they actively listened and were fair, consistent and impartial in their approach	
BH3	Explains how they have built trust within and across the team, managed conflict and demonstrated effective influencing and negotiation skills	
BH4	<i>Evaluates motivational practices and their benefits and drawbacks (e.g. recognition, reward, enrichment, consultation) and deploy them in their approach to team building</i>	
BH5	<i>Evaluates the principles of active listening and their benefits and deploy them appropriately in their approach to team management</i>	

Project Management		
Ref	Assessment Criteria	Achieved
PM1	Explains the project lifecycle and how they have employed relevant project management tools to deliver a project against targets, taking effective actions to monitor and manage resources, risks and budget	
PM2	Monitors performance and take appropriate and timely corrective action as required to support a successful project outcome	
PM3	<i>Evaluate show they have adapted known project management tools and approaches to suit the needs of their organisation</i>	

Organisation Governance		
Ref	Assessment Criteria	Achieved
OG1	Explains their application of organisational governance, compliance and performance management techniques to deliver value for money, and monitor budgets to ensure costs do not overrun	
OG2	Describe show they operate within their organisation's values	
OG3	<i>Evaluates the importance of organisational governance and compliance from a corporate, legal and budgetary standpoint, and describe how appropriate governance and HR practices can positively impact their team and the wider organisation</i>	

Managing Self		
Ref	Assessment Criteria	Achieved
MS1	Explains what the implications of unconscious bias are, and the approaches they take to promote inclusivity within their workplace	
MS2	Describe show they are open and honest in their approach to planning, time management and managing themselves and others, and how they reflect upon, seek and apply feedback on their own performance when creating their personal development plan, and managing their work and performance	
MS3	<i>Describes how they have used known management tools and theories to improve their performance based upon feedback received</i>	