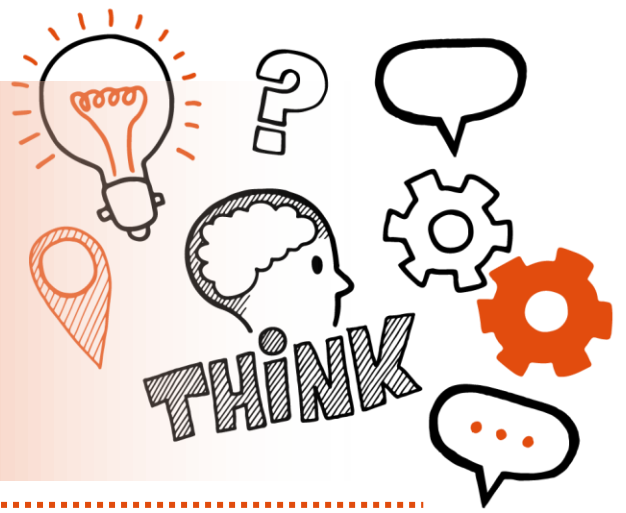


Think about

Competency-based interview

Level 3 ST0384 Team

Leader/Supervisor v1.1



On the day of this assessment you will carry out:



A 1-hour competency-based interview



Remote or face-to-face



In a suitable, controlled environment free from distractions or influence



With an end-point assessor



Key point

You will be asked a series of questions by an assessor to assess your knowledge of all aspects of the standard.



Do

- Review the criteria associated with the competency-based interview - this can be found in the EPA Kit and in the table at the end of this document
- Refer to relevant theories, models and tools that support your real-life experiences
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer any questions that your assessor may ask



Don't

- Forget to bring your ID
- Forget to plan
- Forget to refer to the successes of you and your team that helps you to demonstrate your competency



Next steps

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



Resits

- If you do not achieve a pass result on the competency-based interview, you can resit the assessment





Use the table below to plan and prepare for the competency-based interview

Assessment criteria	Key points to remember
Leading people	
Communicate organisation strategy and team purpose	
Adapt communication styles to suit audience	



Support the development of a team and individuals through coaching and role modelling values and behaviours

Manage change effectively

Managing people

Support and develop individuals, and motivate them to achieve



Identify effective ways to set operational goals	
Set short and long-term personal goals	
Monitor individual's progress, providing clear guidance and feedback	



Building relationships

Build trust with and across the team.
using effective negotiation and
influencing skills

Manage conflicts within a team

Engage in discussions and provide
feedback



Identify and share good practice across teams	
Build relationships with customers	
Manage relationships with customers effectively	



Communication

Demonstrate effective communication

Demonstrate the use of active listening

Provide constructive feedback



Operational management

Communicate the organisational strategy to individuals and teams

Deliver the organisational strategy against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes

Adapt to change, identifying challenges and solutions



Organise, prioritise and allocate work by effectively using resources

Collate and analyse data

Create reports



Project management

Organise and manage resources and risk

Monitor progress to deliver against the project plan

Use relevant project management tools, and take corrective action to ensure successful project delivery



Finance

Apply organisational governance and compliance requirements to ensure effective control of budgets

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