

# Level 3 Team Leader/ Supervisor

EPA-Kit

## Assessing the On-Demand Test

- Knowledge Test Guidance
- Before the Assessment
- Knowledge Test Criteria

## The Knowledge Test - Guidance

---

The following knowledge areas of the Team Leader/Supervisor Apprenticeship Standard will be assessed by a 1-hour knowledge test consisting of 30 multiple-choice questions with a pass mark of 50% (15 out of 30).

The topics covered within the test are listed below:

- Leading people
- Managing people
- Building relationships
- Communication
- Operational management
- Project management
- Finance

In each paper, questions will cover each of the areas above, however not every aspect of every area will be covered in every test.

### Before the assessment

The employer/training provider should:

- brief the apprentice on the areas that will be assessed by the knowledge test
- in readiness for end-point assessment, set the apprentice a mock knowledge test. Two tests can be found at the end of this EPA-kit. The mock tests are available as paper-based tests and also on the mock e-assessment system.

## Knowledge Test Criteria

---

The following pages include the criteria that are covered by the on-demand test.

The apprentice will	Criteria covered in the knowledge test
<b>Leading People</b>	
Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion	K1.1 Compare different <b>leadership styles</b> K1.2 Explain the benefits of coaching to support people and improve performance K1.3 Explain different <b>organisation cultures</b> K1.4 Explain the importance of equality and diversity and inclusion within an organisation

The apprentice will	Criteria covered in the knowledge test
<b>Managing People</b>	
Understand people and team management models, including team dynamics and motivation techniques. Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.	K2.1 Compare <b>people management</b> and <b>team management</b> models, including team dynamics and <b>motivation techniques</b> K2.2 Explain different <b>HR systems</b> and <b>legal requirements</b> K2.3 Evaluate <b>performance management techniques</b>

The apprentice will	Criteria covered in the knowledge test
<b>Building Relationships</b>	
Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross team working to support delivery of organisational objectives	<p>K3.1 Explain and evaluate approaches to customer and <b>stakeholder</b> relationship management, including <b>emotional intelligence</b> and managing conflict</p> <p>K3.2 Explain how to facilitate working across different teams to support the delivery of organisational objectives</p>

The apprentice will	Criteria covered in the knowledge test
<b>Communication</b>	
Understand different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns	<p>K4.1 Explain different forms of communication and their application</p> <p>K4.2 Explain how to</p> <ul style="list-style-type: none"> <li>• chair meetings</li> <li>• hold <b>challenging conversations</b></li> <li>• provide <b>constructive feedback</b></li> <li>• raise concerns</li> </ul>

The apprentice will	Criteria covered in the knowledge test
<b>Operational Management</b>	
Understand how organisational strategy is developed. Know how to implement operational/team plans and manage resources and approaches to managing change within the team. Understand data management, and the use of different technologies in business	<p>K5.1 Explain the purpose of an <b>organisational strategy</b></p> <p>K5.2 Explain how an <b>organisational strategy</b> is developed</p> <p>K5.3 Explain how to implement operational/team plans</p> <p>K5.4 Explain how to manage resources and how to manage change within the team</p> <p>K5.5 Explain your understanding of <b>data management</b> and the use of different technologies in business</p>

The apprentice will	Criteria covered in the knowledge test
<b>Project Management</b>	
Understand the project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools	K6.1 Explain the project lifecycle K6.2 Identify typical <b>project roles</b> K6.3 Illustrate how to deliver a project including: <ul style="list-style-type: none"> <li>• managing resources</li> <li>• identifying risks and issues</li> <li>• using relevant <b>project management tools</b></li> </ul>

The apprentice will	Criteria covered in the knowledge test
<b>Finance</b>	
Understand organisational governance and compliance, and how to deliver Value for Money. Know how to monitor budgets to ensure efficiencies and that costs do not overrun.	K7.1 Explain <b>organisational governance</b> and compliance K7.2 Explain how to deliver Value for Money K7.3 Explain how to <b>monitor budgets</b>