

Highfield Level 3 End-Point Assessment for 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	
TB3	Demonstrate how they support the development of the team and manage change to deliver organisational objectives, through the use of resources and prioritising work allocation	
TB4	Adapt their approach, where required, to accommodate the specific needs of individual team members	
TB5	<i>Analyse the effectiveness of appropriate academic theories and models and incorporates them appropriately in their approach to leadership and team building.</i>	

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	Describe, with examples, how they have chaired meetings and facilitated the contributions of others	
C3	Describe, with examples, how they have presented to the team/management	
C4	Explain how to approach challenging conversations and how to raise concerns	
C5	Explain how to provide constructive feedback	

C6	<i>Evaluate 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 (e.g. verbal, non-verbal, written, visual and digital/electronic)</i>	
C7	<i>Regulate the flow of conversations in the meetings they lead and compensate for both dominant and quiet voices to be heard equally</i>	

Organisational Culture and Strategy		
Ref	Assessment Criteria	Achieved
OC1	Explain 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	
OC3	Describe how both the strategy and culture are cascaded through an organisation	
OC4	Describe how they remain flexible in delivering the organisation's strategy	
OC5	Describe how targets are achieved and outcomes monitored	
OC6	<i>Analyse how culture can affect individuals in different ways and how different cultures can impact on team working and strategy.</i>	
OC7	<i>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</i>	

Problem Solving		
Ref	Assessment Criteria	Achieved
PS1	Apply problem solving and decision-making techniques.	
PS2	Explain how they take a positive and adaptative approach to change within their organisation	
PS3	Describe when they have shown accountability for personal and team objectives	
PS4	Describe when they have shown resilience in challenging situations	
PS5	Adapt both their approach, and that of their team, to operational change and challenges within their organisation, escalating issues when required	
PS6	Present strategies to implement operational and/or team plans and manage resources.	

PS7	Identify challenges and respond to feedback from their team and others to positively and proactively make business and delivery decisions, adapting plans and managing change to identify solutions	
PS8	Explain approaches taken to manage stakeholder and customer relationships, which makes reference to emotional intelligence and conflict management techniques	
PS9	Describe how they work creatively, innovatively and are enterprising when seeking solutions to business needs	
PS10	<i>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.</i>	

Data Analysis		
Ref	Assessment Criteria	Achieved
DA1	Use data, including collection, management and analysis, to create reports which support their decision making.	
DA2	<i>Evaluate 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.</i>	