

THINK ABOUT

TEAM LEADER SUPERVISOR INTERVIEW APPRENTICE GUIDE



The Team Leader Supervisor Apprentice Guide is a tool to help give you the best possible chance of successfully demonstrating all the criteria required to achieve a pass or distinction in the end point assessment interview as part of your Team Leader Supervisor apprenticeship.

The interview will usually last 60 minutes. The interview will be led by the end-point assessor who will use a series of questions to identify your team leader supervisor skills. Therefore, you should give specific examples and scenarios of how you have applied your skills in your job role with colleagues and team members.

You may bring into the interview this document and any supplementary evidence that will support you. However keep the evidence to a minimum as you will only be assessed on responses to the questions asked!

Assessment Tip:

Use the STAR method when answering questions.

- Situation – what was the situation?
- Task – what task needed to be completed?
- Action – what did you do, how did you do it and why?
- Result – what was the output or outcome, and what did you learn from the situation?

Throughout the interview keep an eye on the time and make sure you cover all the areas and tasks you planned to discuss with the assessor.

Please see the tables within for the interview assessment criteria and example you may be asked to provide.

Use the table to make notes to support you during the interview.



	Interview Criteria
<p>Leading People</p> <p>Operational Management</p>	<p>Explain when you have applied different leadership styles and the benefits of coaching, how you have supported people and improved performance. In doing so, how did you ensure you worked in line with your organisational strategy, culture, values, equality, diversity and inclusion?</p> <p>In the example you provide:</p> <ul style="list-style-type: none"> • Describe a time you have had to manage a change in the business effectively and how did you communicate this to your team and adapted your communication style for different team members? • Analyse how you and your team adapted to the change, identifying challenges and solutions. How did you organise, prioritise and allocate work, effectively used resources available and collated and analysed data, creating relevant reports to monitor required outcomes.
<p>Notes:</p>	
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	Interview Criteria
Managing People	<p>Describe how to build a high-performing team by supporting and developing individuals and motivating them to achieve. When you have set operational and personal goals and objectives and monitor progress, providing clear guidance and feedback.</p> <p>Give an example and include the following:</p> <ul style="list-style-type: none"> • What methods have you used to set operational goals for your team? • What processes have you used to monitor the progress of your team's short- and long-term goals?
Notes:	

	Interview Criteria
Building Relationships	<p>How have you built trust with and across your team, using effective negotiation and influencing skills, and managing any conflicts. Provide input to discussions and provide constructive feedback (to team and more widely) and identify and share good practice across teams. When have you Built relationships with customers and managed these effectively.</p> <p>In the scenario you provide, consider the following:</p> <ul style="list-style-type: none"> • A time you had to manage a conflict situation. • A time you identified good practice in your team. • How did you identify it and how did you share it amongst your team?
Notes:	

	Interview Criteria
Project Management	<p>Describe when you have organised, managed resources and risk, and monitored progress to deliver against the project plan. How did you use relevant project management tools, and take corrective action to ensure successful project delivery?</p> <p>Assessment Tip: This example could be linked to Leading People/Operational Change. The time you managed a change in the business.</p>
Notes:	

	Interview Criteria
Finance	<p>Discuss how you have been part of the budgeting and cost control in the organisation.</p> <p>In the example you provide:</p> <ul style="list-style-type: none">• Describe how you have made recommendations and implemented improvements in; quality, cost, value or efficiency.
Notes:	

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