Mock Assessment Form

Level 3 End-point Assessment for Team Leader

Assessment Method: Professional discussion underpinned by a portfolio of evidence

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This Mock Assessment Form has been developed to support the tutor in preparing the Apprentice for their Professional Discussion during their End-point Assessment for **Team Leader- ST0384 v1.4.**

Grading criteria

Theme: Building a high performing team			
Grading criteria		Achieved Yes/No	Comments
Pass	Describes their approach to identifying and supporting the learning and development needs of team members, as well as seeking out opportunities to develop their own learning and professional development. (K2, S4, B4)		
Pass	Describes the leadership, management and performance management techniques and tools they use to organise, prioritise, and allocate work activities. (K1, K17, S2)		
Pass	Explains their approach to sharing best practice and advising stakeholders on the practical application of regulation and legislation relevant to their work within the organisation. (S12)		
Pass	Explains how they have ethically and inclusively applied policies and procedures relating to people and organisational culture to support equity, diversity, and inclusion in the workplace. (K10, K23, B1)		

Distinction	Evaluates their approach to supporting and promoting equity, diversity, and inclusion in terms of impact on the workplace. (K10, K23, B1)		

Sample Questions: Pass Criteria				
K2, S4, B4				
Can you describe how you identify opportunities for your own professional development within the organisation?	Yes	☐	No	☐
What steps do you take to support the development needs of team members?	Yes	☐	No	☐
K1, K17, S2				
What management models, theories or tools do you use to support the allocation of workload?	Yes	☐	No	☐
Can you describe the process you follow when allocating work to team members?	Yes	☐	No	☐
S12				
Can you explain how you encourage the sharing of best practice within your team?	Yes	☐	No	☐
How do you ensure that team members are following the most up to date regulation and legislation guidelines in their daily work?	Yes	☐	No	☐
K10, K23, B1				
Can you tell me how you support an inclusive environment in your day-to-day work?	Yes	☐	No	☐
Can you provide some examples of the equity, diversity and inclusion guidelines that you are expected to follow within your role?	Yes	☐	No	☐

Sample Questions: Distinction Criteria				
K10, K23, B1				
Reflecting on your approach to supporting and promoting equity, diversity and inclusion, explain how this impacts on the working environment.	Yes	☐	No	☐
Can you explain how your approach to equity, diversity and inclusion impacts your team?	Yes	☐	No	☐

Theme: Communication and implementing operational plans			
Grading criteria		**Achieved Yes/No**	**Comments**
Pass	Explains how they use and manage resources and collaborate with stakeholders to implement and deliver operational goals and team plans within their level of responsibility and accountability. (K7, K18, S1, S14)		
Pass	Explains how they communicated the impact of organisational strategy on different stakeholders using different types of media to ensure understanding. (S11, S13)		
Distinction	Evaluates the impact of the techniques they have used to communicate how organisational strategy impacts stakeholders, suggesting improvements to facilitate their understanding of what is required. (S11, S13)		

Sample Questions: Pass Criteria				
K7, K18, S1, S14				
Can you explain the measures that you take to manage resources when implementing organisational/team plans?	Yes	☐	No	☐
Can you provide an example of when you have collaborated with other teams/departments to achieve operational goals?	Yes	☐	No	☐
S11, S13				
Can you explain the factors you consider when choosing the most appropriate method of communication to convey information to others?	Yes	☐	No	☐
When communicating information, how do you ensure that team members/colleagues fully understand what is required?	Yes	☐	No	☐

Sample Questions: Distinction Criteria				
S11, S13				
What are the strengths and weaknesses of different techniques you use to communicate information to your team?	Yes	☐	No	☐
Can you provide an example of a time when you could have improved your communication techniques to aid your teams understanding of the impact of the organisational strategy?	Yes	☐	No	☐

Theme: Managing change and continuous improvement			
Grading criteria		**Achieved Yes/No**	**Comments**
Pass	Explains how they apply the principles of change management and continuous improvement to work processes to identify areas where performance can be enhanced. (K13, S7)		
Pass	Describes how they negotiate with and challenge stakeholders and others, when managing change, and the activities used to resolve and reduce conflict. (S10, S16)		
Pass	Describes their approach to managing budgets and maximising the use of resources. (K22)		
Distinction	Evaluates the extent to which continuous improvement techniques improve work processes. (K13, S7)		

Sample Questions: Pass Criteria				
K13, S7				
Can you provide an example of when you have applied a change management model or theory to support continuous improvement?	Yes	☐	No	☐
Can you provide an example of a time when you have suggested and implemented an improvement to a work process? What was the outcome of this?	Yes	☐	No	☐
S10, S16				
Please explain the techniques you use to encourage your team to embrace change?	Yes	☐	No	☐
Can you describe how you manage resistance to change within your team?	Yes	☐	No	☐
K22				
Can you tell me how you monitor and track your budget spending?	Yes	☐	No	☐
What strategies do you use to ensure efficient use of resources?	Yes	☐	No	☐

Sample Questions: Distinction Criteria				
K13, S7				
Can you provide an example of how continuous improvement techniques have benefited your team?	Yes	☐	No	☐
Can you evaluate the effect that continuous improvement has on the organisation?	Yes	☐	No	☐

Theme: Using technology		
Grading criteria	**Achieved Yes/No**	**Comments**
Pass	Describes the technology, software, and methods they use to produce documentation and support activities for the business, and how they monitor their use to reduce energy consumption when not in use. (K14, S8, S19)		

Sample Questions: Pass Criteria				
K14, S8, S19				
Can you provide examples of how you reduce energy consumption in your day-to-day work through efficient use of technology?	Yes	☐	No	☐
Can you describe the benefits of a piece of technology/software you use to produce documentation for the business?	Yes	☐	No	☐

Theme: Contributing to a project			
Grading criteria		**Achieved Yes/No**	**Comments**
Pass	Explains how they utilise project management tools and techniques to plan a project, prioritise activities, monitor progress, and take corrective action to deliver against the project plan on time whilst taking ownership of the tasks. (K4, K8, S6, B3)		

Sample Questions: Pass Criteria					
K4, K8, S6, B3					
Please tell me about the techniques you use to plan and monitor a project?	Yes	☐	No	☐
Can you provide an example of a time management tool you have used to support a project and keep it on track?	Yes	☐	No	☐

Document History

Version	Issue Date	Changes	Role
v1	04/02/2025	First published	Qualification Development Manager