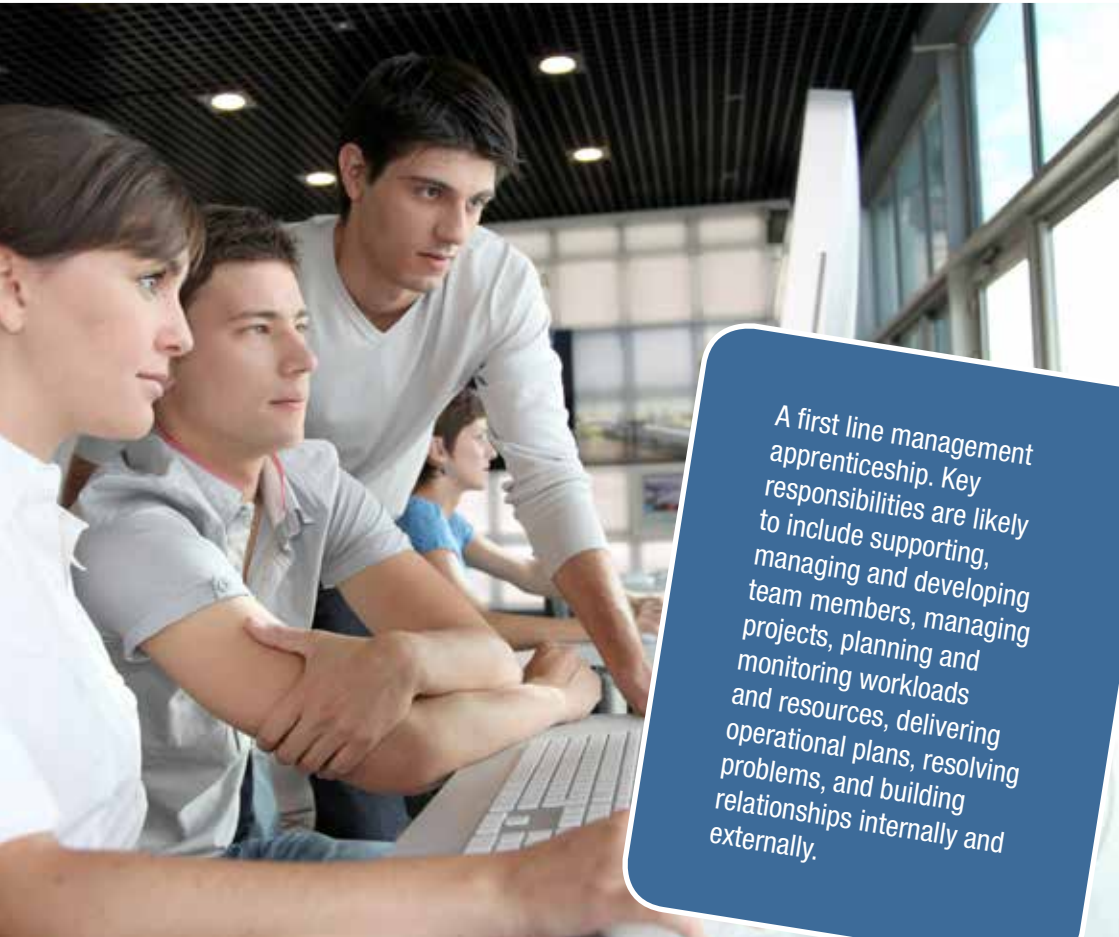


Team Leader/Supervisor Level 3

Apprenticeship Standard for Team Leader/Supervisor



A first line management apprenticeship. Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

The employee must meet a minimum level of English and Maths skills in order to undertake this course.

To be eligible – you must:

- Be aged 16 years or older
- Have been resident in the UK/EU for at least three years prior to commencing their apprenticeship
- Be employed in England and have a Contract of Employment
- Work for at least 30 hours per week
- Not currently enrolled onto any other apprenticeship, or another DfE funded FE/HE programme

Training is arranged to suit you

The Team Leader/Supervisor Apprenticeship includes a 20% off-the-job training requirement.

Training takes on average 12-18 months to complete, however this can be shorter dependent upon whether the employee has any recognition of prior learning (RPL) or unit/credit exemptions. We will discuss this with your staff at enrolment.

Assessment Practice

Regular evaluation sessions with managers and trainers will include performance observations, Q&A sessions and a series of professional discussions. Recommended completion of a recognised Management diploma at level 3. To prepare for a final assessment apprentices will be asked to complete a number of activities inbetween visits.

End Point Assessment

Apprentices access End Point Assessment following a gateway discussion with their employer and trainer where entry requirements are discussed, checked and recorded including functional skills at the required level. The End Point Assessment will include the following types of assessment:

- Knowledge test using scenarios and questions.
- Structured competency based interview.
- Assessment of portfolio of evidence.
- Professional discussion relating to CPD activity.

If you require any further information, please do not hesitate to contact us on:

Tel: **0191 477 0840** or at **train@trainltd.org**

Programme Structure

The apprenticeship is made up of the following components:

- Level 3 Diploma in Management or equivalent management qualification
- Functional Skills English and Maths (Level 2)

Training Covers

• Personal Development

eg: Apprentices learn how to reflect on own their performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.

• Leading and Managing People

eg: Apprentices learn how to communicate an organisation strategy, team purpose and adapt style to suit the audience. Support the development of a team, coaching, role modelling values & behaviour, manage change, set operational objectives and monitor progress.

• Communication

eg: Apprentices learn about effective communication (verbal, non-verbal, written, digital), chairing meetings, presenting using a range of media using effective negotiation and influencing skills, managing conflict, identifying and sharing good practice.

• Decision Making

eg: Apprentices learn about the use of effective problem solving techniques to make decisions based on available information and able how to escalate issues when required.

• Operational Management

eg: Apprentices learn how to communicate organisational strategy and deliver against operational plans, translate goals into deliverable actions and monitor outcomes. Adapting to change, identifying challenges and solutions, organising, prioritising and allocating work, effective use of resources, collating and analysing data.

• Project Management

eg: Apprentices learn how to organise and manage resources and risk, monitor progress to deliver against a project plan using relevant project management tools, and take corrective action to ensure successful delivery.

• Finance

eg: Apprentices learn about the importance of manage the overall financial performance, achieving targets, analysing reports, producing financial plans and reports and how to identify and implement opportunities to increase profit and reduce waste.



TRN (Train) promote and support equal opportunities.