

APPRENTICESHIP IN TEAM LEADER/SUPERVISOR

Team Leader/Supervisor Apprenticeship (Level 3)

Role Profile – A team leader/supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Key responsibilities include:

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.

Roles/Occupations may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.

What apprentices will learn

- 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.
- 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.
- 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.
- Understand problem solving and decision making techniques, and how to analyse data to support decision making.
- Able to organise, manage resources and risk, and monitor progress to deliver against the project plan. Ability to use relevant project management tools, and take corrective action to ensure successful project delivery.

What's involved?

- Bespoke standards
- Functional skills (Literacy and Numeracy)
- End Point Assessment (EPA)

How long does the apprenticeship take?

The apprenticeship will take a minimum of 12-15 months to complete depending on experience.

What has changed from the framework?

- The new standards are now more bespoke to the employer/learner
- Created by industry experts, such as: CMI, Acivico, Agillsys, Anglo Educational, Balfour Beatty, Barchester Healthcare, Barclays Bank, Boots UK Ltd, BBC, Civil Service, Codegent, Co-op, Evolution Partnership, HMRC, Kinnerton Confectionery, NISA Retail Limited, One Stop, Opus Building Services, Sainsburys, Santander UK plc, Serco, umi Digital / Anglo Educational, Virgin Media, ILM, TUI, Markerstudy, Babcock, Gateshead Council, Lifetime



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Summary of roles and responsibilities

| Assessor | Role |
|--|--|
| Independent Assessment Organisation | To carry out the independent End Point Assessment and assess whether the apprentice has met all the requirements of the standard |
| Employer | To support the apprentice in the workplace and ensure readiness for the End Point Assessment. Provide further supporting evidence/endorsements if required by the assessor |
| Training provider | To provide administrative support for the End Point Assessment. |

Career progression

On completion, apprentices may choose to register as Associate members with the Chartered Management Institute and/or the Institute of Leadership & Management, to support their professional career development and progression.

How does the EPA work?

| Assessment Method | Area assessed | Assessed by | Weighting | Maximum Mark | Minimum Mark |
|--|---|-------------------------------------|-----------|--------------|--------------|
| Knowledge Test using scenarios and questions | Knowledge of leading people, managing people, building relationships, communication, operational management, project management, finance | Independent Assessment Organisation | 30% | 30 | 15 |
| Structured competency based interview | Knowledge and application of learning relating to leading people, managing people, building relationships, communication, operational management, project management, finance | Independent Assessment Organisation | 30% | 30 | 15 |
| Assessment of portfolio of evidence | Application of knowledge and demonstration of skills and behaviours relating to leading people, managing people, building relationships, communication, operational management, project management, finance, self-awareness, management of self and decision making, taking responsibility, inclusivity, being agile, professionalism | Independent Assessment Organisation | 20% | 20 | 10 |
| Professional discussion relating to CPD activity | Evidence of CPD, training and personal development activities and how learning was applied to the role and workplace | Independent Assessment Organisation | 20% | 20 | 10 |

USEFUL DOCUMENTS

Levy website: www.app-levy.co.uk
Course profiles and job role suitability:
Found on www.carefirsttraining.co.uk/training/
Employer responsibilities and course delivery info sheet:
 Available upon request on info@carefirsttraining.co.uk