

## Apprenticeship Standard: Team Leader/Supervisor Level 3



### Who is the programme for?

A team leader/supervisor is a management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. 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 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 being undertaken by apprentices may include: Supervisor, Team Leader, Foreperson, Shift/ Team Manager, Duty Manager, Assistant Manager. This programme provides an opportunity to develop staff into this area of responsibility.

### Duration?

This Apprenticeship is designed to be delivered over 12-14 months.

### How is it delivered?

You will be assigned a tutor who will plan an individual learning programme with you. Your tutor is responsible for training and supporting you to ensure that you have the knowledge and skills to be able to successfully undertake your end point assessment. You will have regular tutorials each month and you will be asked to complete daily/weekly activities using learning resources that are provided for you. During your programme, we will collect evidence of the 'Off The Job' training you receive during your programme, which can include; online learning; completing activities and questions; work shadowing; mentoring and a range of other activities that can be completed whilst still being within your workplace and which should take place within your working hours. Your manager will be asked to support you with this before you start your programme.

### Entry requirements?

You should be aged 16 or over and be working or applying to work with a company where you will be in a role that enables you to have exposure to the responsibilities identified at the beginning of this document. There are no formal qualifications required but you will need to have a minimum standard of level 1 English in order to cope with the requirements of this programme. If you don't already have a level 2 English and/or Maths qualification, we will train and support you to achieve this as part of your programme. Those with any level of prior education including degrees may wish to apply and we will check your eligibility and suitability.

### Progression?

Depending on your circumstances, you may wish to progress on to a Higher level Management programme.

### Cost?

Apprenticeship Levy paying companies can use their Levy to cover the full cost of training and end point assessment. Companies who do not pay the Apprenticeship Levy will contribute 10% of the full value of the programme, the balance (90%) is contributed by government. Contact us to confirm the value.

### Contact Us

Contact us using the details below and we can provide you with further information and discuss how to apply.

01451 810 387 | [info@tsplearn.co.uk](mailto:info@tsplearn.co.uk) | [www.tsplearn.co.uk](http://www.tsplearn.co.uk)

## What will my programme cover?

We have summarised examples of the requirements in each main subject area in the table below. A full set of standards can be shared with you upon request.

Element	Knowledge	Skills
<b>Interpersonal Excellence</b>		
Leading People	Understand different leadership styles, coaching to support people and understanding culture, equality and diversity.	Able to communicate corporate strategy, team purpose and support the development of the team/people through coaching.
Managing People	Understand team management models. Understand HR systems. Conducting appraisals. Recognise achievement and good behaviour.	Set goals and objectives and build a high performing team.
Building Relationships	Managing stakeholders and resolving conflict. Encouraging cross team working.	Build trust across the team, use negotiation and influencing skills and manage conflicts.
Communication	Understanding different forms of communication and how to use them (including verbal, written and digital).	Chair meetings and collect feedback. Active listening and constructive feedback.
<b>Organisational Performance - delivering results</b>		
Operational Management	Understand how organisational strategy is developed. Implement operational plans.	Organise, prioritise and allocate work. Collate, analyse data and create reports.
Project Management	Understand project lifecycle rules. Know how to deliver a project.	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.
Finance	Understand Value for Money and how to monitor budgets.	Apply organisational governance and ensure effective budget controls.
<b>Personal Effectiveness - managing self</b>		
Awareness of Self	Know how to be self-aware. Understand learning styles.	Reflect on own performance. Understand and make timely changes.
Management of Self	Time management techniques. How to prioritise.	Create effective Personal Development Plan.
Decision Making	Problem solving and decision making techniques. Analyse data.	Make effective decisions using information from the team and others.
<b>Behaviours</b>		
Takes responsibility	Drive to achieve and able to demonstrate determination in difficult situations.	
Inclusive	Inclusive Open, approachable, authentic.	
Agile	Agile Flexible, creative, innovative, enterprising. Responds well to feedback.	
Professionalism	Professionalism Sets an example. Open and honest. Operates within organisational values.	

## End Point Assessment

In order to successfully complete the Apprenticeship you will need to pass your End Point Assessment where you will be assessed using the following methods:

- Knowledge test using scenarios and questions
- Structured competency based interview
- Assessment of a portfolio of evidence