

# Apprenticeship Standard: Team Leader/Supervisor Level 3



## Who is the programme for?

This apprenticeship is aimed at people whose 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 and assistant manager.

Whether working in the private, public or third sector or in any size organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role. Team leaders/supervisors will have a management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome.

This programme provides an opportunity to develop staff into this area of responsibility as well as strengthen current team leaders and supervisors to be more efficient and effective.

## Duration?

The Apprenticeship is designed to be delivered over 12-15 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, skills and behaviours to be able to successfully undertake your End Point Assessment. You will have regular tutorials each month and you will use online learning resources to support your learning. We will collect evidence of the 'Off The Job' training you receive during your programme, which can include your online learning, completing activities and questions, work shadowing, mentoring and a range of other activities that can be undertaken 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 listed in the table over the page. There are no formal qualifications required, but you will need to have a minimum standard of level 1 English and maths 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. As much of this programme is delivered online, you should be comfortable using IT.

## Progression?

Depending on your circumstances, you may wish to progress to a higher leadership and management qualification.

## Cost?

Apprenticeship Levy paying customers (companies with a digital account) can use their Levy to cover the full cost of training and End Point Assessment. Companies who have already utilised their Levy will contribute 5% of the full value of the programme, the balance (95%) is contributed by the government. Please contact us to confirm the value.

## Contact us

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

## 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>		
<b>Leading people</b>	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.
<b>Managing people</b>	Understand team management models. Understand HR systems and how to conduct appraisals. Recognise achievement and good behaviour.	Set goals and objectives and build a high performing team.
<b>Building relationships</b>	Manage stakeholders and resolve conflict. Encourage cross team working.	Build trust across the team, use negotiation and influencing skills and manage conflicts.
<b>Communication</b>	Understand different forms of communication and how to use them (including verbal, written and digital).	Chair meetings and collect feedback. Perform active listening and provide constructive feedback.
<b>Organisational performance – delivering results</b>		
<b>Operational Management</b>	Understand how organisational strategy is developed. Implement operational plans.	Organise, prioritise and allocate work. Collate, analyse data and create reports.
<b>Project Management</b>	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.
<b>Finance</b>	Understand value for money and how to monitor budgets.	Apply organisational governance and ensure effective budget controls.
<b>Personal effectiveness – managing self</b>		
<b>Awareness of self</b>	Know how to be self-aware. Understand learning styles.	Reflect on own performance. Understand and make timely changes.
<b>Management of self</b>	Time management techniques, how to prioritise.	Create an effective Personal Development Plan.
<b>Decision making</b>	Problem solving and decision making techniques. Analyse data.	Make effective decisions using information from the team and others.

## Behavioural competencies

- **Taking responsibility** Drive to achieve and able to demonstrate determination in difficult situations.
- **Inclusive** Inclusive, open, approachable and authentic.
- **Agile** Agile, flexible, creative, innovative and enterprising. Responds well to feedback.
- **Professionalism** Sets an example. Open and honest. Operates within organisational values.

## End Point Assessment

When you have completed your training period with TSP Learn, you will sign off your 'Gateway' with your tutor and line manager, which means you are ready to complete your End Point Assessment. The End Point Assessment in this apprenticeship consists of:

**A professional discussion relating to your portfolio of evidence.**

**A presentation with questions and answers based on a range of topics covered in your standards and agreed after your gateway.**

Topic examples include, but are not limited to, implementing a performance management process within a team and supporting a team through a period of change.

A **pass** or **distinction** grade is available for this apprenticeship programme.

0118 984 4638 | [info@tsplearn.co.uk](mailto:info@tsplearn.co.uk) | [www.tsplearn.co.uk](http://www.tsplearn.co.uk)

