



# Team Leader / Supervisor [Level 3]



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**FORWARD TOGETHER**

# Overview

## Level 3 Team Leader / Supervisor

Team leaders play an integral role in implementing change, developing teams, and managing productivity to ensure organisations are successful. The Team Leader apprenticeship will provide existing and aspiring managers the tools to improve current and existing skills to become an effective and valuable team leader; it will develop understanding of the role of a manager, exploring different management and leadership styles.

This apprenticeship is an opportunity for people managing a team or project to grow and develop their skills by gaining knowledge and skills in personal, team and organisational development, gain fresh knowledge of people management and develop exceptional communication and leadership qualities that will allow them to drive, develop and successfully lead a team.



Provide direction, guidance and support

Managing projects

Deliver operational plans and achieve defined business goals

Resolving problems

Planning and monitoring workloads and resources

Building internal and external relationships

Supporting, managing and developing teams



# Who is it for?

The team leader/supervisor standard is suitable for staff in first-line management roles, who wish to take their first steps into professional management, or for those already in management who wish to develop their practical and theoretical understanding of management and management theories.

## Typical roles include:

- Supervisor
- Team Leader
- Junior Manager
- Project Officer
- Shift Supervisor
- Project Manager
- Foreperson
- Chargehand
- Section Leader
- Floor Manager
- Deputy Manager
- Trainee Manager





# Why Do This Apprenticeship

## What Are The Benefits:

### Employer Benefits

- ✓ Improves employee retention
- ✓ Development of workplace problem solving skills
- ✓ Apprentices develop the critical skills demanded by employers
- ✓ Focussed on improving business performance and enhancing employee's skillsets
- ✓ Leaders with relevant knowledge, skills and behaviours to develop their teams and drive business results
- ✓ Rapid improvements within your employee's performance, productivity and behaviours which benefit your organisations services
- ✓ Develops apprentices to bring the latest knowledge and practice into the workplace immediately, benefiting the wider team
- ✓ Gains essential knowledge of modules and theories of management to ensure teams achieve organisational objectives

### Apprentice Benefits

- ✓ Develop core leadership skills that will act as a solid foundation for future management progression
- ✓ Gain significant improvements in a wide range of leadership and supervisory techniques
- ✓ The leadership capability to motivate teams and influence with confidence
- ✓ A broad understanding of key management and leadership theory that underpin and support growth and performance
- ✓ Study management theories and models that will assist in a wide range of practical work scenarios
- ✓ Boost your workplace problem solving skills
- ✓ Will gain skills and knowledge to help drive better results
- ✓ Gain a professional qualification
- ✓ Apprentices can apply for membership of Chartered Management Institute and/or The Institute of Leadership and Management
- ✓ Progression to higher qualifications





# Typical Programme Structure

The course is delivered via a mix of face to face and online workshops, webinars, coaching sessions and workplace learning

## Typical Programme Breakdown

- 10 x 6-hour workshops to cover knowledge elements of the standard and diploma (may include face to face and online workshop delivery)
- 3 x skills development workshops and workplace visits
- 2 x 4hour EPA preparation and mock assessment workshops
- 6x 1hour virtual coaching sessions
- 11 x 1 1/2 hr reviews
- Development of a Portfolio of Evidence including reports, assignments, evidence of tasks undertaken, demonstrations, presentations
- Observations recorded are completed by ESP
- Professional Development Log to be kept and maintained
- Ongoing professional discussions between apprentice and ESP relating to projects and assignments
- Feedback from line managers, direct reports, and peers including 180/360 feedback approaches
- Regular performance reviews carried out by the employer
- Completion and achievement of the ILM Level 3 Diploma for Managers
- Completion of online learning modules as part of the off-the-job activities

## Programme Length

Course duration 15-18 months plus EPA

## How is training delivered

An essential element of the ESP delivery model is to ensure you are supported at each stage in your journey to enable you to fully succeed.

Learners will be taught and supported by Learning Skills Coaches who are experts in their field, with significant practical experience.



## Our Learning And Skills Coaches will:

Deliver online and face to face workshops

Cover the knowledge needed for each module through interactive and informative sessions

Help plan independent learning activities

Provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams

Provide feedback on written assignments and evidence submitted

Support you with preparation for End Point Assessment



# Duties / Programme modules

The delivery is broken down into 10 topics

01

## Awareness of Self

Self-reflection, understanding unconscious bias and inclusivity, emotional intelligence and learning styles

02

## Management of Self

Manage time and plan personal development, how to prioritise activities and approaches to planning

03

## Communication

Interpersonal skills and how to apply different forms and techniques of communication. Effective communication in a range of situations in a number of different formats

04

## Leading People

Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion

05

## Managing People

Understand people and team management models, including team dynamics and motivation techniques. Manage team performance and talent and delegate work

06

## Problem Solving and Decision Making

Solve problems and make decisions, how to analyse data to support decision making

07

## Operational Management

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

08

## Building Relationships

Relationship management, collaborative working and conflict management. Build and maintain relationships with internal and external stakeholders

09

## Finance

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

10

## Project Management

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

# Programme Summary

As part of the Team Leader/Supervisor you are required to complete a Leadership Diploma. We are offering the ILM Diploma alongside the Level 3 Team Leader/Supervisor Apprenticeship.

This will be delivered as part of the workshop delivery during the course of the apprenticeship programme.

## Knowledge

- Leadership styles and the benefits of coaching to support people and improve performance
- Organisational cultures, equality, diversity and inclusion
- People and team management models
- Understand HR systems and legal requirements
- Customer and stakeholder relationship management
- Forms of communication and their application
- Operational plan implementation and resourcing
- Data management, and different technologies
- Product lifecycles
- Time management and project management tools
- Organisational governance and compliance
- Problem solving and decision-making techniques

## Skills

- Leading and managing people
- Building relationships
- Effective communication
- Operational management
- Project management
- Finance and effective budget controls

## Behaviours

- Taking responsibility, demonstrating resilience and accountability
- Inclusive and able to build trust in others
- Flexible to organisation's needs, adaptable to feedback and change
- Professionalism and operating within organisational values



# Pre-Enrolment Activities

Before being accepted on to the apprenticeship you will need to complete the following pre-enrolment activities:

## IAG Workshop

Attend a virtual workshop session to provide an overview of the following:

- Overview of the apprenticeship programme
- 20% off-the-job Training
- Attendance at masterclasses and workshops
- Discuss apprenticeship agreement

## Initial Assessment

Complete BKSBS Maths and English initial assessments

## Diagnostic Assessment

Complete BKSBS Maths and English diagnostic assessments

## Pre-Start Enrolment Form

This form will provide us with basic information about your qualifications and past and current experience

## Skills Scan

Complete skills scan to identify the areas that will be covered during the course to determine whether there are development opportunities and scope for the learner to complete the apprenticeship

## Remote Pre-enrolment Review

Attend 1 :1 remote session with the Learning and Skills Coach to talk through the pre-enrolment activities and skills scan to confirm suitability

## Enrolment form (online)

Complete formal online enrolment form

## Apprentice Agreement and Commitment Statement (online):

Read, discuss and agree the apprentice agreement and commitment statement

## Formal on-boarding

Apprentice invited to induction introduction to the apprenticeship programme and first learning session

# Expectations and Commitment

## We ask apprentices to:

Attend all face to face, virtual workshops, and master classes as per the delivery plan

Attend all programme reviews with the Learning and Skills Coach

Submit and upload assignments and evidence to the online e-portfolio (OneFile) by the stipulated target date to ensure completion of and qualification of the apprenticeship within the given timeframe

Complete all off-the-job activities to meet the 20% off-the-job requirement. Record all activities and reflections on OneFile

Complete at least 4 to 6 hours of self-study each week inclusive of any online learning activities

Complete shadowing of colleagues and mentoring

## Eligibility

The eligibility criteria are as follows:

IUK/EU Resident for three years

Not currently a student in funded learning

Apprentices will need GCSE grade A to C or a Level 2 Functional Skill in Maths and English. Apprentices who do not currently hold this are required to complete Level 2 Functional Skills in Maths and English prior to end point assessment (EPA)





# End Point Assessment

The End Point Assessment will begin once the employer, apprentice and ESP are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. As part of this process apprentices, employers and ESP will complete a 'Gateway' discussion to confirm competence.

The End Point Assessment consists of the following:

## Knowledge Test using Scenario and Questions - 30%

Assessment of knowledge through scenario-based questions

The knowledge requirements will be tested using a structured series of questions to assess the apprentice's knowledge to ensure all aspects are given coverage

A series of different scenarios and situations will be used, with a series of questions requiring responses which will demonstrate the apprentice's knowledge of that particular topic

The knowledge test may be delivered online or be paper-based and is likely to be multiple choice

## Structured competency-based interview - 30%

A structured series of questions to assess your knowledge

Apprentices are encouraged to use the STAR method when answering competency-based questions (Situation, Task, Action, Result)

The interview can be conducted using a range of media (telephone interview, live media, online or written), whichever is the most appropriate for the apprentice

## Submission of Portfolio of Evidence - 20%

Performance reviews between employer and apprentice

Feedback from line manager, direct reports, colleagues, customers, and stakeholders (captured through discussion)

Personal development plan (PDPs)

Reflective accounts

Written statements

Presentations

Data analysis activities

Observations (by Training Provider)

Project plans and other work plans

Case Studies

Reports or written assignments

Professional Discussion between Provider and Apprentice relating to projects and assignments showing decision making skills

Peer feedback -180/360-degree assessment type approach

Team meeting minutes or recordings

## Professional Discussion of CPD log - 20%

Provide evidence of any additional learning/CPD undertaken during the programme, which will include:

Activity undertaken during the level 3 Diploma including assignments or projects Details of any formal or informal learning undertaken

Details of any professional discussions undertaken, or support provided through Professional Bodies

Details of any professional discussions undertaken with a mentor

The EPA Assessor will complete a professional discussion with the apprentice to identify the objective of the activity and reflect on the outcome and how learning gained was applied





## On programme learning

Minimum 15 months



## Gateway

Requirement for Gateway  
Level 2 Maths & English



## Planning / Meeting

30-minute remote  
Video or telephonic conference  
PC/Laptop Wi-Fi connection,  
with apprentice, training provider,  
employer and End Point Assessor



## Portfolio of Evidence

On programme submitted at Gateway  
to End Point Assessor.  
Independently assess by EPA Portfolio  
referenced against criteria



## Onscreen test

90-minute online  
Anywhere suitable, exam conditions,  
PC/Laptop Wi-Fi connection,  
secure client software downloaded  
in advance with apprentice and invigilator

## Competency based review

1 hour estimated. Face to face / remote.  
Anywhere suitable, exam conditions, PC/Laptop  
Wi-Fi connection, with apprentice and End Point Assessor

## Performance Discussion

1 hour estimated. Face to face / remote.  
Anywhere suitable, exam conditions, PC/Laptop  
Wi-Fi connection, with apprentice and End Point Assessor



## Grading and determination

Grading Fail/Pass/Distinction

## ESFA certification







## Forward Together

### Progression Opportunities

- ✓ Qualifications and further study
  - Associate Project Manager Level 4
  - Operational/Department Manager Level 5
- ✓ On completion apprentices may choose to register as Associate Members with the Chartered Management Institute and or the Institute of Leadership and Management to support their professional career and development progression.



