



Team Leader/Supervisor

Level 3



“Reach your full potential”





Level 3 Team Leader / Supervisor Overview

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.



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.

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

Focuses on improving business performance and enhancing employee's skillsets

Leaders with relevant knowledge, skills & behaviours to develop their teams and drive business results

Rapid improvements within your employee's performance, productivity and behaviours which benefit your organisation's services

Develops apprentices to bring the latest knowledge and practice into the workplace immediately, benefiting the wider team

Gains essential knowledge of models and theories of Management to ensure teams achieves 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 & Management

Progression to higher qualifications

Programme structure

The course is delivered via a mixture of face to face and online workshops, webinars, coaching sessions and work-place learning

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 4-hour EPA preparation and Mock Assessment workshops
- 6 x 1-hour virtual coaching sessions
- 11 x 1½ hour Reviews
- Development of a portfolio of evidence including reports, assignments, evidence of tasks undertaken, demonstrations, presentations
- Observations recorded and completed by ESP
- Continuing Professional Development Log to be kept and maintained as part of the Portfolio of evidence
- Ongoing professional discussions between apprentice and ESP relating to projects and assignments
- Feedback from line manager, direct reports and peers including 180/360 degree 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 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.

You will be taught by Learning and Skills Coaches who are experts in their field with significant practical experience. All learning and skills coaches are well qualified with management experience. Our Learning and Skills Coaches will:



Our learning and skills coaches will:

- Deliver online and face to face workshops
- They will cover the knowledge needed for each module through interactive and informative sessions
- They will help plan independent learning activities
- They will undertake workplace observation
- They will provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams
- They will carry out ongoing professional discussions relating to projects and assignments
- They will provide feedback on the business project and evidence submitted
- They will support you with preparation for end point assessment

Programme Modules

The delivery is broken down into 10 topics:

AWARENESS OF SELF

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

MANAGEMENT OF SELF

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

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.

LEADING PEOPLE

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

MANAGING PEOPLE

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

PROBLEM SOLVING AND DECISION MAKING

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

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.

BUILDING RELATIONSHIPS

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

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

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



ILM Diploma for Managers (Level 3)

As part of the Team Leader/Supervisor standard 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

Diploma details:

Title: Level 3 Diploma for Managers

Credits: 38 and 17 Units

All credits/units must be completed to achieve the qualification

The Level 3 diploma must be completed and achieved prior to end point assessment



Combined Knowledge & Skills Units

Self-Awareness
Management of Self
Problem Solving and
Decision Making

Skill Units
Leading People
Managing People
Building Relationships
Communication
Operational Management
Project Management
Finance

Knowledge Units
Leading People
Managing People
Building Relationships
Communication
Operational Management
Project Management
Finance

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 BKSB maths and English initial assessments

Diagnostic Assessment:

Complete BKSB maths and English diagnostic assessments

Pre-Start Enrolment Form

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

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

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)

Eligibility

The eligibility criteria is as follows:

- UK/EU Resident for three years
- Not currently a student in Funded Learning

Expectations and Commitment

We ask apprentices to:

- Attend all face to face and 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 the qualification and apprenticeship within the given timeframe
- Complete all off the job activities to meet the 20% of 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





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%
- Structured competency-based interview – 30%
- Submission of Portfolio of evidence – 20%
- Professional Discussion of CPD log – 20%

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

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

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

EPA JOURNEY

On-Programme Learning

Minimum
15 months
on-programme
learning

GATEWAY

Requirement
for Gateway
Level 2 English
and Maths

Planning Meeting

30 Minutes
Remote

Video or telephone conferencing
PC/laptop, wifi connectivity to
support remote functionality
Apprentice, End-point Assessor,
Employer, Training Provider

On-Screen Test

90 Minutes
Online

Anywhere suitable, exam
conditions
PC/laptop, wifi connectivity,
Secure Client software
downloaded in advance
Apprentice, Invigilator

Competency-Based Review

1 hour (estimate)
Face-to-face / remote
Anywhere suitable, exam
conditions
PC/laptop, wifi connectivity to
support remote functionality
Apprentice, End-point Assessor

Portfolio of evidence

On-programme
Submitted at gateway to End
Point Assessor
Independently assessed by EPA
Portfolio referenced against
criteria

Professional Discussion

1 hour (estimate)
Face-to-face / remote
Anywhere suitable, exam
conditions
PC/laptop, wifi connectivity
to support remote
functionality
Apprentice, End-point
Assessor

Grading and Determination

Grading
Fail/Pass/Distinction

ESFA CERTIFICATION



“Reach your full potential”

Progression Opportunities

- Level 4 Associate Project Manager
- Level 5 Operations/Departmental Manager
- 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.