



# Team Leader or Supervisor Level 3

Apprenticeship Standard

# Overview



A Team leader or Supervisor is a first line management role, with operational and 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. 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.

## **Duration:**

12-18 months + 5 months for the End Point Assessment

## **Entry Guidelines:**

English & maths at GCSE grade A\*-C/4-9 or Functional Skills Level 2

NB All apprenticeship standards require apprentices to provide evidence of their English and maths grades before they can progress through the Gateway to their End Point Assessment and achieve the apprenticeship qualification.



# Team Leader or Supervisor Level 3

## Course Overview

Pre-programme	On Programme Learning covering Knowledge, Skills & Behaviours	Gateway	Independent End Point Assessment
Initial assessment English & Maths	CMI Diploma in Leadership and Management Level 3 course  (Day release, Hamilton Campus)	<ul style="list-style-type: none"> <li>English Level 2</li> <li>Maths Level 2</li> </ul>	
Skills Scan	Portfolio of evidence to be built during the programme	<ul style="list-style-type: none"> <li>E-portfolio of evidence</li> </ul>	Professional discussion
Induction with Trainer Assessor	On programme Assessments & Reviews: <ul style="list-style-type: none"> <li>6-8 weekly sessions with Trainer Assessor.</li> <li>8-10 weekly Progress Reviews with apprentice and employer.</li> </ul>		Presentation with questions and answers

# Course Details



The key topics that will be covered are as follows:

## Unit 1: Interpersonal excellence – managing people and developing relationships

- Understand people and team management models, including team dynamics and motivation techniques.
- Understand HR systems and legal requirements, performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.
- Know how to facilitate cross team working to support delivery of organisational objectives.
- Able to build a high performing team by supporting and developing individuals, and motivating them to achieve.
- Building relationships with customers and managing these effectively.
- Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management.

## Unit 2: Organisational performance – delivering results

- Understand how organisational strategy is developed.
- Understand data management, and the use of different technologies in business.
- Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools.
- Know how to monitor budgets to ensure efficiencies and that costs do not overrun
- Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes.
- Able to adapt to change, identifying challenges and solutions.
- Able to collate and analyse data, and create reports.
- Able to organise, manage resources and risk, and monitor progress against project plan.

## Unit 3: Personal effectiveness – Managing self

- Know how to be self-aware and understand unconscious bias and inclusivity.
- Understand learning styles, feedback mechanisms and how to use emotional intelligence.
- Understand time management techniques and tools, and how to prioritise activities and approaches to planning.
- Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.
- Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.
- Use of effective problem-solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.



# Skills & Behaviours

The Skills & Behaviours element of the apprenticeship is to be completed with support from a Trainer Assessor. The Trainer Assessor will support and guide the apprentice to ensure that they are developing the skills and competency required in accordance with the apprenticeship standard. The apprentice will use the e-portfolio system called OneFile to build a portfolio of work throughout the development stage, which is a key component of End Point Assessment and demonstrates their occupational competency.

# English & Maths

English and maths will be naturally embedded within this apprenticeship, a summary of which as follows:

## English

- Presentations in front of group, developing awareness of audience and the ability to balance questioning whilst ensuring key points and message comes across.
- Written assignments
- Reading articles, research findings, key information.
- Actively listening to others and highlighting key points made.
- Communicating with a variety of individuals from a diverse range of backgrounds.

## Maths

- Key statistics
- Time management
- Budget control
- External factors that may have a cost impact
- Data management that may be relevant to a variety of projects.

# Gateway



Once the apprentice has completed all the required elements of the apprenticeship and their manager and Trainer Assessor agree that the apprentice is ready for the end point assessment, they will progress through the Gateway to undertake their End Point Assessment.

A completed portfolio of evidence is a compulsory End Point Assessment (EPA) gateway requirement that supports the Professional Discussion component.

The apprentice's employer must sign-off the portfolio of evidence, that has been completed by the apprentice during their programme, to confirm the apprentice has demonstrated the knowledge, skills and behaviours assigned to this apprenticeship standard.

# End Point Assessment

The End Point Assessment must only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that means they have achieved occupational competence.

**End Point Assessment (EPA) normally takes 3 months to complete and consists of:**

## Assessment Method 1: Presentation

The presentation should provide a summary of their role as a team leader and what they do and how this is relevant to their role and organisation.

The apprentice will be given their presentation title post gateway by the End Point Assessment Organisation (EPAO). The presentation will be based on one of the following topics:

- Reviewing ways to reduce cost and increase efficiency in a business environment
- Implementing a performance management process within a team or business unit
- Supporting their team through a period of change within their organisation
- Managing a difficult situation within their team

Once the title has been set, the apprentice has 2 weeks in which to prepare and submit a copy of their presentation. The independent assessor will review the submitted presentation materials ahead of the presentation and prepare relevant questions.

The presentation will be followed by a question and answer session to enable discussion of the topic in greater detail and to further draw out the apprentice's ability to demonstrate how they have met the Knowledge, Skills and Behaviours and grading criteria for this assessment method.

## Assessment Method 2: Professional Discussion

The purpose of the professional discussion is to determine the extent to which the apprentice understands the requirements of his/her role as defined by the apprenticeship standard and to explore them through discussion.

The portfolio of evidence will be used as a source of evidence by which apprentices can exemplify their responses to questions asked by the assessor. The portfolio itself will not be assessed, but will be used by the assessor to prepare the questioning for the professional discussion.





# Grading & Progression

## Apprenticeship grading

The available grades for this apprenticeship programme are **Distinction, Pass or Fail**.

## Where can apprentices progress to?

On completion of the apprenticeship, the apprentice will be to progress their career in management, and may choose to progress on to higher level apprenticeships in Associate Project Manager at level 4 or Operations or Departmental Manager at level 5.



**Conway Park Campus**  
**10 Europa Boulevard, Birkenhead CH41 4NT**  
**tel: 0151 551 7610**  
**email: [employerservices@wmc.ac.uk](mailto:employerservices@wmc.ac.uk)**