![TCHC Group logo]

TEAM LEADER SUPERVISOR
LEVEL 3 APPRENTICESHIP

ilm
Approved
Centre

WHAT IS IT?

The level 3 Team Leader/Supervisor Apprenticeship provides your business with effective and skilled individuals who can manage teams and projects to meet goals. A team leader/supervisor is a first line management role, with operational, project or team leading responsibilities to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Roles/Occupations may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.

WHY IS IT IMPORTANT?

Leadership within a business to ensure the effective and efficient working practices. Leading and managing a team is often overlooked, but it is vital for productivity and profit. The level 3 team leader/supervisor apprenticeship is ideal for developing current team leaders or for individuals looking to develop into this role. It can ensure a business or organisation can develop the skills they need from within.

THE STANDARD

The new standards were designed by employers for employers. They are about having the knowledge, skills and behaviours needed by employees to do their role effectively and efficiently.

COURSE DETAILS

Entry requirements:
Set by the employer.

Course Length:
12 - 18 months

Functional Skills:
If you do not have a maths and English GCSE grade C or above you will be required to complete Functional Skills maths and English at level 2 during the Apprenticeship.

Progression:
Successful completion can lead to promotion and continued professional development. You can register as an Associate member of the Chartered Management Institute.

KNOWLEDGE	**What is required (through formal learning and applied according to business environment)**

Interpersonal Excellence – managing people and developing relationships

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. Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.
Building Relationships	Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross team working to support delivery of organisational objectives.
Communication	Understand different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.

Organisational Performance - delivering results

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.
Project Management	Understand the project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools.
Finance	Understand organisational governance and compliance, and how to deliver Value for Money. Know how to monitor budgets to ensure efficiencies and that costs do not overrun.

Personal Effectiveness – managing self

Awareness of Self	Know how to be self-aware and understand unconscious bias and inclusivity. Understand learning styles, feedback mechanisms and how to use emotional intelligence.
Management of Self	Understand time management techniques and tools, and how to prioritise activities and approaches to planning.
Decision Making	Understand problem solving and decision making techniques, and how to analyse data to support decision making.

SKILLS	What is required (acquired and demonstrated through continuous professional development)
Interpersonal Excellence – managing people and developing relationships	
Leading People	Able to communicate organisation strategy and team purpose, and adapt style to suit the audience. Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively.
Managing People	Able to build a high-performing team by supporting and developing individuals and motivating them to achieve. Able to set operational and personal goals and objectives and monitor progress, providing clear guidance and feedback.
Building Relationships	Building trust with and across the team, using effective negotiation and influencing skills and managing any conflicts. Able to input to discussions and provide feedback (to team and more widely) and identify and share good practice across teams. Building relationships with customers and managing these effectively.
Communication	Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management. Use of active listening and provision of constructive feedback.
Organisational Performance – delivering results	
Operational Management	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. Ability to organise, prioritise and allocate work, and effectively use resources. Able to collate and analyse data, and create reports.
Project Management	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	Applying organisational governance and compliance requirements to ensure effective budget controls.
Personal Effectiveness – managing self	
Self-Awareness	Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.
Management of Self	Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.
Decision Making	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.

BEHAVIOURS	**What is required (developed and exhibited in the workplace)**
Takes Responsibility	Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.
Inclusive	Open, approachable, authentic, and able to build trust with others. Seeks views of others.
Agile	Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responds well to feedback and need for change.
Professionalism	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values.

END-POINT ASSESSMENT AND COMPLETION

On completion the apprentices will receive a pass, merit or distinction depending on the outcome of their assessment.

Under the new standards an apprentice will complete only after they have been independently assessed – this is called End Point Assessment. The type of assessment varies but for this Apprenticeship it consists of the following:

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│ Knowledge Test  │   │ Competency Based│   │ Assessment of       │
│                 │   │ Interview       │   │ Portfolio           │
└─────────────────┘   └─────────────────┘   └─────────────────────┘
           \                  │                   /
            \                 │                  /
             ┌──────────────────────────────┐
             │    Professional Discussion    │
             └──────────────────────────────┘
                            │
                   ┌─────────────────┐
                   │   Completion    │
                   └─────────────────┘
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KNOWLEDGE TEST

A series of different scenarios and situations will be used, with a series of questions requiring responses which will demonstrate the apprentices knowledge of that particular topic. The knowledge test may be delivered online or be paper-based, and is likely to be multiple choice. The assessment organisation will set out the test specifications including the number of questions to answer.

COMPETENCY BASED INTERVIEW

The apprentice will provide evidence of any additional learning/CPD undertaken during the apprenticeship. The Independent End-point Assessor will undertake a professional discussion with the apprentice to identify the objective of the activity, and reflect on the outcome and how learning gained was applied.

ASSESSMENT OF PORTFOLIO

A portfolio of evidence will be reviewed and assessed by the Independent End-point Assessor, who makes a judgement on the quality of the work. It will comprise a collection of evidence (preferably in an online portfolio with written, audio and video evidence) which might include: Written statements; Reports; Presentations; Performance reviews between employer and apprentice; Observations (recorded by the training provider); Ongoing professional discussions between apprentice and training provider relating to projects and assignments (recorded by the training provider).

PROFESSIONAL DISCUSSION

- Activity undertaken during the Level 3 diploma, including any assignments or projects
- Details of any formal or informal learning undertaken
- Details of any professional discussions undertaken or support provided through professional bodies.

COMPLETION

The Independent End-point Assessor confirms that each assessment element has been completed. The apprenticeship includes pass, merit and distinction grades with the final grade based on the apprentice's combined performance in each assessment activity.

In order to pass the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment activity this should be retaken as soon as the apprentice is ready and when practicable for the business.

Should they fail two or more activities a period of further training and development lasting between one and three months must take place before a resit.

INDEPENDENT END POINT ASSESSMENT ORGANISATIONS

Approved assessment organisations are registered on the SFA Register of Apprenticeship Assessment Organisations. Assessment organisations are responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent. To access the list and find an assessment organisation visit: *https://www.gov.uk/government/publications/using-the-register-of-apprentice-assessment-organisations*.

It is for the employer to appoint the assessment organisation to undertake the independent end assessment of the apprentice.

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