

TEAM LEADER OR SUPERVISOR

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.

Is this training programme for your business?

This apprenticeship has been designed to develop your skills into the role of a team leader or supervisor. As a team leader, you will develop your knowledge, skills and behaviours to give guidance and leadership to your team to achieve outcomes. Your job role must allow sufficient opportunities to undertake activities and tasks related to the standard.

The programme in brief

- Level 3 Apprenticeship Standard
- Duration – 15 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Level 2 Functional Skills where appropriate
- End-Point Assessment



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The learner journey

1. 24 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End Point Assessment. The learner could partake in a combination of activities, such as classroombased sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. Learners must also partake in off-job training.

2. Gateway – After the 24 months teaching and learning, you, your training provider and the learner will review the learners' journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

How your employees will learn

We want to ensure that your staff members benefit fully from their training. As a result, we will mix in-person instruction with online learning to provide them the support and direction they require. A committed mentor will be assigned to each learner to help them through their training plan. Learners get unrestricted access to online resources for learning and support, as well as their mentor. The learners will benefit from all of this in order to satisfy the standards, which will enable them to become competent and completely qualified.

We will facilitate the delivery of the learners' End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprenticeship Assessment Organisations.

What your employees will learn

KNOWLEDGE:

Interpersonal excellence – Managing people and developing relationships:

- Leading People
- Managing People
- Building Relationships
- Communication

Organisational Performance – delivering results:

- Operational Management
- Project Management
- Finance

Personal Effectiveness – managing self

- Awareness of Self
- Management of Self
- Decision Making

SKILLS:

Interpersonal excellence – managing people and developing relationships

- Leading People
- Managing People
- Building Relationships
- Communication

Organisational Performance – delivering results

- Operational Management
- Project Management
- Finance

Personal Effectiveness – managing self

- Self-Awareness
- Management of Self
- Decision Making

BEHAVIOURS:

- Takes responsibility
- Inclusive
- Agile
- Professionalism

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