

# TEAM LEADER SUPERVISOR: LEVEL 3



A team leader/supervisor is a first line management role, with operational/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. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

## Delivery model

The delivery of the programme will be through a blend of online learning, video tutorials, virtual classrooms, 1-1 coaching and practical learning opportunities. All learning will be supported by dedicated Learning Coaches.

When you have completed all of the agreed learning and achieved the required exams, you will be invited to attend a gateway meeting to discuss readiness for end point assessment (EPA). If no further learning is identified, you will progress through to EPA. You will be assessed against the requirements of the standard and awarded a final, overall grade for your apprenticeship.

## Your commitments

If you do not currently hold English and maths qualifications at level 2, you will undertake Functional Skills at Level 2 as part of your apprenticeship programme.

You are entitled to 20% of your working hours away from your job to complete work towards your apprenticeship programme. Your Learning Coach will support you and your employer to measure and record this across the whole of your apprenticeship.





## Entry requirements

- Initial Assessments in maths and English at Level 1 or above



## Typical duration

- 13 months learning plus up to 3 months End Point Assessment



## Delivery model

Virtual learning and coaching through:

- Online
- Zoom
- Microsoft Teams
- Smart Rooms
- Workplace Development Activities 1-1 coaching



## Knowledge, Skills & Behaviours

- Team Building and Development
- Communication
- Organisational
- Culture & Strategy
- Problem Solving
- Data Analysis
- Building a high performance team
- Project Management
- Organisation Governance
- Managing Self



## End Point Assessment

- Presentation with questions and answers
- Professional discussion underpinned by a portfolio of evidence

**It's as easy as...**

**1.  
Sign-up**

**2.  
Launch  
Programme**

**3.  
Induction**

## Knowledge

**Knowledge** will be delivered through online webinars, 1-1 sessions and individualised learning resources by our Specialist Learning Coaches. You will learn about different leadership styles, management models and team dynamics, stakeholder relationships, techniques in communication and handling challenging conversations. You will be taught project life cycles and tools used, as well as risk management, learning styles and problem-solving techniques.

## Skills

**Skills** will be developed through underpinning knowledge delivered through online webinars, 1-1 coaching and workplace mentoring and experiences. Throughout the apprenticeship you will develop skills in communicating operational strategy, building a high-performance team, give clear feedback, sharing good practice and building relationships, manage and adapting effectively to change, organise and manage a project successfully, giving governance and compliance to budget controls effectively. You will develop skills in solving problems and time management.

## Behaviour

**Behaviours** – Effective team leaders are achieved through key behaviours. You will learn how to take accountability and be resilient, managing difficult situations, how to be flexible and drive innovation, build trust and inclusivity within teams.

You will learn and develop behaviours of how to be open and honest and set a good example for your team.

## End Point Assessment

**1. Professional discussion underpinned by a portfolio of evidence** – The apprentice will produce a portfolio throughout the duration of their apprenticeship which will showcase knowledge, skills and behaviours. A two way in-depth professional discussion will explore the evidence submitted further, to draw out the best of the your competence and excellence.

**2. Presentation with questions** – The apprentice will prepare and deliver a presentation (followed by questions and answers) based on topic(s) covered within the apprenticeship.



# COMMITMENT STEP BY STEP – EMPLOYER SUPPORT STRUCTURE

## Step in the right direction – What does this mean?

There are steps you can take as an employer to support your apprentice in the workplace. The aim is to help the learner make the most of the programme and enjoy their learning.

These points below will help the apprentice achieve the best outcome from the apprenticeship with your support, improving your return on investment from training costs and a strong workforce.

- **To ensure your apprentice attends scheduled sessions arranged** – Group Session (Approx 2hrs) per month and 1 hr 121 session per month. This must be in work time.
- **Environment & Equipment** – To ensure a room or space is available for learners to attend their sessions and to provide equipment needed.
- **Off the job learning** – 20% across the qualification length of programme. Off the job learning must be directly relevant to the apprenticeship and can be delivered at the apprentice's normal place of work as long as it is not part of their normal working duties. It can cover practical training such as shadowing, mentoring and attending training sessions.
- **On the job learning** – On the job training helps an apprentice develop the specific skills for the workplace and they should be supported by a manager/supervisor/mentor.

- **Progress review attendance** – Manager/Supervisor/Mentor attendance every 12 weeks.
- **Invigilation of exams** – Could be asked to invigilate any apprentice exams where needed. Full training and support from Key Training will be given.
- **E portfolio system** – To log in to check progress/Next planned sessions for your apprentice
- **EPA process** – Support your apprentice in preparation for EPA across their length of programme. To be fully involved in the EPA process.

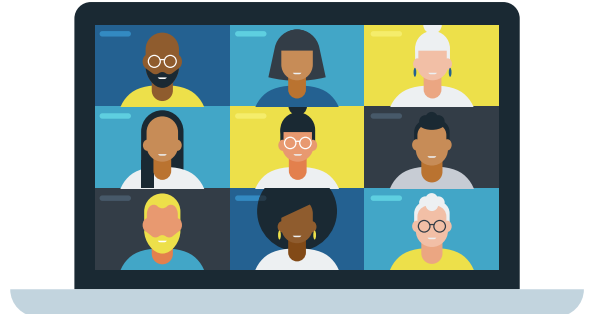


# LEARNER COMMITMENT

Over the lifetime of your apprenticeship you will;



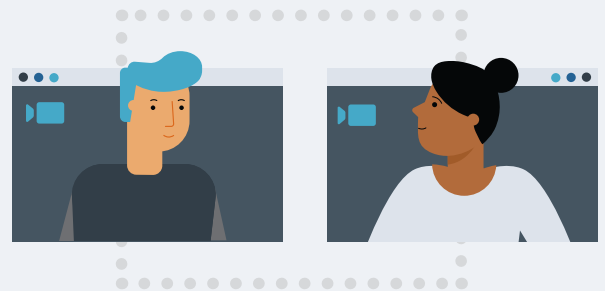
**Have a full induction**



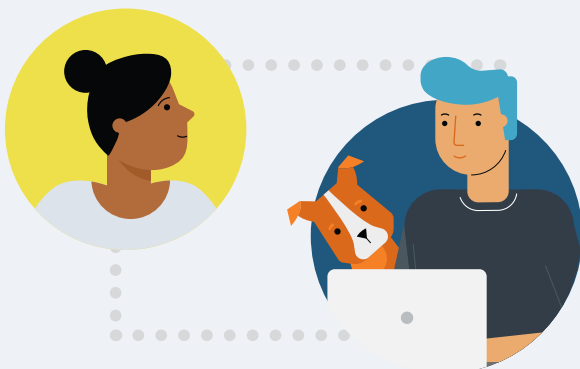
**Attend group teaching sessions**



**Off the job training with your employer**



**Have regular progress reviews with your Learning Coach and Mentor**



**121 sessions with your Learning Coach**



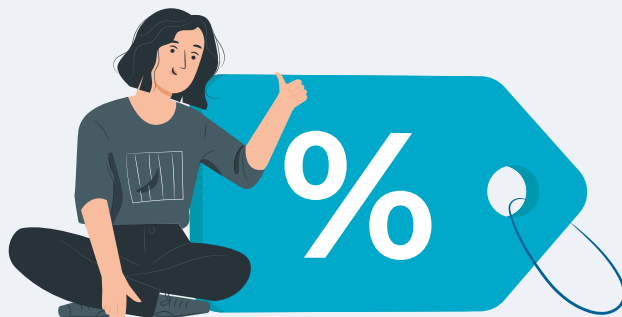
**Complete activities set by your Learning Coach**

# EMPLOYER COMMITMENT

Over the lifetime of your apprenticeship you will;



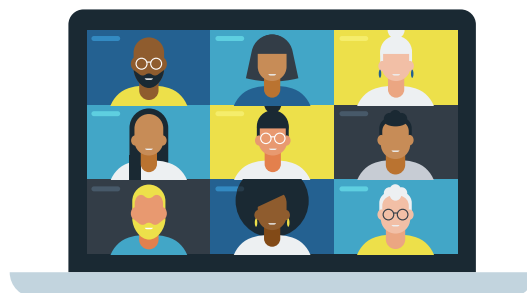
**Attend your Apprentices online induction**



**Provide 20% off the job training**



**Check your Apprentices portfolio to ensure they are completing tasks set by their Learning Coach**



**Ensure your Apprentice attends scheduled training sessions**

**Attend online progress reviews with your Apprentice and their Learning Coach.**

