

# Level 3

APPRENTICESHIP STANDARD

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## Team Leader/ Supervisor



### For careers in team leading

- Team leaders
  - Supervisors
  - Shift manager/supervisor
  - Project officer
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# Standard overview

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The Team Leader/Supervisor Apprenticeship is for someone who can take responsibility for managing a team or discrete project. They can support, manage and develop team members, manage projects, and plan and monitor workloads and resources.

They can take responsibility for delivering operational plans, resolving problems and building relationships. It is applicable to professional team leaders, first line managers and supervisors from all sectors and organisations. It will typically take up to 18 months to complete, although the exact duration will be dependent on the previous experience of the individual.

This apprenticeship has been designed to provide access to development opportunities for as wide a range of individuals as possible. This includes individuals who are at the start of their career in leadership and management and those who wish to take their first steps into professional management.

It is also appropriate for those already in management roles who may already have developed practical experience but wish to develop their theoretical understanding of management skills.

On completion, apprentices may choose to register as associate members with the Chartered Management Institute and/or the Institute of Leadership and Management, to support their professional career development and progression.

## Standards – the benefits

At Learning Unlimited, we provide high quality training and development solutions for organisations across the UK. The Level 3 apprenticeship standard offered by Learning Unlimited brings together a range of benefits. From start to finish, we work with your business to tailor our training to meet your needs. With an excellent track record in delivering training to a variety of organisations and businesses, we can find a solution to help you take your staff to the next level.

## Entry requirements

- GCSE English and maths at grade C/4 or above (or Level 2 equivalent).
- Occupational experience of supervising a team.
- Successful completion of initial assignment.

## Duration

- 12–18 months.

## Workplace behaviours development

- Have drive to achieve in all aspects of work. Demonstrates resilience and accountability.
- Capable of managing difficult situations.
- Be open, approachable, authentic and be able to build trust with others.
- Be Flexible to the needs of the organisation.
- Be creative, innovative and enterprising when seeking solutions to business needs.

## End Point Assessment (EPA)

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

## Skills and knowledge development

- To be able to communicate organisation strategy and team purpose, and adapt style to suit the audience.
- To be able to build a high-performing team by supporting and developing individuals, and motivating them to achieve.
- To build trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts.
- To be able to communicate effectively, chair meetings and present to team and management.

## Qualifications or Industry Accreditation gained

On completion, apprentices will have gained the following qualifications:

- Level 3 Team Leader/Supervisor Apprenticeship Standard
- Level 2 Functional Skills English (if not already achieved)
- Level 2 Functional Skills Maths (if not already achieved)
- Option for professional registration with relevant professional body. Apprentices may choose to register as associate members with the Chartered Management Institute and/or the Institute of Leadership and Management, to support their professional career development and progression.

# Delivery plan and apprentice progression

Throughout the apprenticeship, the apprentice is supported by the work-based tutor and employer mentor to ensure that they are progressing at the right pace and developing the skills and knowledge expected.

## Month 1-10

- Regular assessment (involving the employer)
- Development of a portfolio demonstrating learning and development for all knowledge, skills and behaviours
- Evidence of 360-degree feedback within the ongoing development of the portfolio

## Month 11-12

- Presentation of evidence project
- Journey of learning evidence

## Month 13-17

- Knowledge test
- Preparation and progression discussion and mock activity

## Month 18

- On-demand knowledge test
- Competency-based interview
- Professional discussion

## Off-the-job training

Every apprenticeship includes off-the-job training – equivalent to one day per week. This takes place during time normally spent at work but does not include the usual daily duties and responsibilities carried out as part of their normal role. It can consist of work and tasks ranging from projects, lectures and seminars to day release, blended learning and training to use specialist equipment.

It can form part of regular weekly sessions or be combined for larger blocks of time, depending on the approach that works best for the employer.

## Progression

Upon successful 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.

They may also apply for a higher level apprenticeship or qualification such as a degree or choose to progress within employment.

The delivery plan is for illustrative purposes only and may be subject to change.