

# TEAM LEADER/ SUPERVISOR APPRENTICESHIP LEVEL 3

## EMPLOYER TRAINING & APPRENTICESHIPS

For new or existing staff

This Apprenticeship Standard is aimed at first line Managers, Team Leaders and Supervisors with responsibility for supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships. This qualification will help Team Leaders to provide direction, instruction and guidance to ensure achievement of goals and defined outcomes.

### Delivery model and duration:

Training is delivered in the workplace. This is complemented by remote delivery where applicable.

**Duration:** 15 months, plus 3 months for End Point Assessment

### Ideal for:

- Supervisors
- Team Leaders
- Project Officers
- Shift Supervisors

### The apprenticeship will cover the following core areas:

- Leading people
- Managing people
- Project management
- Finance
- Building relationships
- Communication
- Operational management
- Self-awareness

### Benefits to business:

- Develop and grow your management pool
- Develop the leadership skills your business needs
- Get qualified and motivated staff
- Increase staff retention

## Qualification

### Team Leader/Supervisor Level 3 Standard

On completion, apprentices may choose to register as Associate members with the Chartered Management Institute.

**Completers may want to progress to** Operations/Departmental Manager Level 5

### Entry Criteria:

- GCSEs in English and Maths grade 9 - 4 or A\* - C

### Benefits for learners:

- Gain a range of key management skills
- Put new skills into practice in your role
- Build your leadership capabilities
- Motivate and engage teams

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## End Point Assessment

Through the Chartered Institute of Management, the End Point Assessment will test the entire standard, and be undertaken as follows:

- Assessment of knowledge through a test using scenarios, questions and responses
- Assessment of competency through competency based interview
- Assessment of portfolio of evidence
- Continuing Professional Development Log reviewed and professional discussion/question and answer session

## Components

English and Maths

Functional Skills Level 2

### Area of knowledge

### Overview

Principles of Management and Leadership

Being equipped with the knowledge, skills and behaviours to manage and lead effectively is essential if an individual and their organisation are to succeed. Evaluating the application of management and leadership principles and approaches, how these can positively impact on own role, lead to improved performance, and support teams, colleagues and customers.

Managing a Team to Achieve Results

The ability to manage teams, which are able to communicate effectively and overcome barriers to achievement, is a critical skill for any manager. High performing cohesive teams are created in an environment where there is a collective understanding of values, goals and objectives. This unit has been developed to support managers in understanding the nature of teams in the workplace, and how these can be managed to achieve results.

Building Stakeholder Relationships using Effective Communication

Developing relationships with internal and external stakeholders is an essential management skill. Stakeholders can have a positive or negative impact on the success of an organisation. The aim of this unit is to equip managers to identify and understand stakeholder's needs, know the purpose and benefits of building relationships with different stakeholder groups, and the methods of communicating with them to achieve results.

Contributing to the Delivery of a Project

Whilst the scale, significance and complexity of a project will vary, the principles of carrying out a project will ultimately be the same. This unit aims to equip managers with the knowledge, tools, and techniques for managing and monitoring projects. It also identifies approaches to managing risk and responding to the needs and expectations of stakeholders. The skills a manager will learn, will not only enable them to improve own working practice, but will affect the achievement of project outcomes.

Managing Daily Activities to Achieve Results

Working efficiently is essential if a business is to remain competitive. A well-structured workload is key to individual and team success. The aims of the unit are to equip managers with the knowledge to identify priorities and set measurable objectives. Managers will know how to organise and allocate daily work activities, monitor outcomes, and respond practically to problems in a manner that supports the achievement of results. Managing Budgets and Resources Budgets and resources are crucial to the functioning of any organisation. Organisations need to plan and manage money and resources to remain operational. The aim of this unit is to equip managers with the knowledge that they need to manage budgets and other resources. This allows them to remain efficient and effective.

Managing Data and Information

The ability to solve problems, make timely business decisions and respond to customers' needs is all dependent on the ability to access good quality data and information. With growing volumes of data, this challenge has become increasingly difficult to manage. The aim of this unit is to equip managers with the knowledge of how to gather, assess and analyse different types of data and information, and how to report findings for different business purposes within legal and organisational guidelines.

Managing Own Personal and Professional Development (Apprenticeship)

In order to meet the demands of an ever-changing workplace, individuals need to ensure they continue to update and develop their knowledge and skills. Planning for personal and professional development ensures greater opportunities for success. The purpose of the unit is to support the manager to identify the benefits of engaging in personal and professional development. By using the knowledge gained, a meaningful development plan will be created to support them to become an effective manager in the workplace.

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