

# THE APPRENTICE and TRAINING PARTNERSHIP

## LEVEL 3 TEAM LEADER APPRENTICESHIP STANDARD

### Programme Overview:

The Level 3 Team Leader/Supervisor Apprenticeship Standard has been developed to meet the requirements for a first line management role, with operational or project responsibilities or responsibility for managing/supervising a team. They provide first line direction, instruction and guidance to staff to ensure the achievement of set goals or KPI's. This apprenticeship can be delivered to a variety of staff from all sectors in the private, public or third sector and to all sizes of organisation. This apprenticeship is ideal to meet a range of varied responsibilities; but the knowledge, skills and behaviours needed will be the same whatever the role. We recommend that a relevant on-programme qualification, such as a Level 3 Diploma/Certificate in Management be completed.

### Entry Requirements:

The entry requirements for this role are decided by the employer. We would recommend GCSE's or equivalent at Grade C equivalent or higher as well as suitable workplace experience. Apprentices need to have Maths and English at level 2 before they can complete their End-Point Assessment. If training and examination in English and Maths is required prior to End-Point Assessment, this is directly funded by the ESFA and does not form part of the apprenticeship cost.

### Initial Assessments:

An initial assessment of Maths and English will be carried out for all apprentices using an approved diagnostic tool (BKSB, ForSkills); this will include Initial Assessment and full Diagnostic of knowledge in Maths and English to gauge the level at which the apprentice is working. This will enable us to support the apprentice and structure training provision.

### Programme Duration:

**Level 3 apprenticeship:** 12-18 months (minimum of 12 months before End-Point Assessment can be accessed).

### Who is it for?

The Team Leader/Supervisor Apprenticeship is suitable for individuals who are working in a 1st line management role. They may have key responsibilities which can include:

- Supporting, managing and developing team members
- Managing projects
- Planning and monitoring workloads and resources
- Delivering operational plans
- Resolving problems
- Building relationships internally and externally

### Occupations may include:

- Supervisor
- Team Leader
- Project Officer
- Shift Supervisor
- Foreperson
- Shift Manager

### Delivery Model:

A minimum of 20% of the apprenticeship training takes place off-the-job and is flexibly delivered to suit your business with either classroom training and/or workshops in the workplace or block-training or day-release at our centre, with the remaining time being spent in the workplace.

A full timetable for training, ongoing assessment and End-Point Assessment will be issued to both you as the employer; and the apprentice, once the delivery model and training elements have been agreed.

On Programme Assessment will take the form of progress reviews with the trainer, employer and apprentice at least every 12 weeks. Feedback with ongoing development will include additional learning materials, resources and training delivered through the apprentice's e-portfolio OneFile; to which employers have access to view the progress and the development of each apprentice.

## End Point Assessment:

As the apprentice progresses through the apprenticeship, the employer and training provider will agree the apprentice has met the Standard and be ready for End Point Assessment. This is called the 'Gateway' and will trigger End-Point Assessment.

This is carried out by a Qualified Independent Assessor by an Approved External Awarding Organisation and will test the knowledge and competencies of the apprentice using a range of methods, these can include; an interview, scenarios with questions, portfolio of evidence sampled, professional discussion, watching a presentation of the apprentice's evidence plus other methods.

The Independent Assessor will make the final judgement as to whether the apprentice has fully met the requirements of the Standard. Grading will also be awarded with a maximum mark of 100, this will be awarded by the Independent Assessor based on the apprentice's assessment. Grades awarded are distinction, merit, pass or fail. End-Point Assessment is normally carried out in the workplace.

## Programme Structure:

The programme is broken down into areas to ensure that each apprentice has a rounded knowledge of principles, techniques and technologies. This involves an understanding of knowledge, skills and behaviour; as well as managing self and delivering results.

### Knowledge - What is required?

Delivered through one to one training sessions, workshops and tutorials and applied according to business environment.

### 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.

### Skills - What is required

These skills are acquired and demonstrated through Continuing Professional Development. Additional workshops and training sessions to support development of portfolios for presentation at End-Point Assessment.

### 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.

### Behaviours - What is required?

Developed and exhibited in the workplace and supported through one to one training and mentoring.

### Takes Responsibility

Drive to achieve in all aspects of work. Demonstrate resilience and accountability. Display determination when managing difficult situations.

### Inclusive

Open, approachable, authentic and able to build trust with others. Seeks the 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.

The designated trainer will support the employer and apprentice throughout the programme as a single point of contact for questions and queries. This includes additional support for portfolio and project preparation, along with any advice and guidance needed.

## Progression:

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