

New Apprenticeship Standard Team Leader/Supervisor Level 3 Fact Sheet

Duration: 14 – 18 Months (minimum 372 days)

Entry Requirements: na

Recommended Qualifications: Level 3 Diploma in Management - ILM 60311666

Other Industry Specific Requirements: na

Off the Job Training Requirements: 20% OTJT to be determined through completion Commitment Statement Plan. OTJT will be tracked through the completion of an ongoing CPD record and tracked by your Skills Coach through an online tracking calculator; completed at each visit.

Progression:

This apprenticeship provides an ideal stepping stone onto a more senior departmental/operations management position. On 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.

Maths and English: Functional Skills Level 2 in Maths and English

Assessment Methods: External Tests plus Speaking and Listening controlled assessment

End Point Assessment (EPA): Knowledge, skills and behaviours will be tested by an independent End Point Assessor which will be appointed by your employer. Prior to your EPA you will attend a Gateway Meeting with your employer, GPSTL trainer/assessor and your mentor/supervisor/manager who will review your progress and confirm that all of the requirements of your apprenticeship have been met. You will then be referred for EPA. The EPA will take the form of a Knowledge test based on the 7 main areas of the standard, competency based interview, assessment of portfolio of evidence covering all standard components and content and a professional discussion relating to your CPD activity undertaken and how learning has been applied to your role in the workplace. Your EPA will be organised at a time and date convenient to both yourself and your employer.

The outcome of your EPA test will be graded either Pass/Merit/Distinction/Fail

Team Leader/Supervisor Apprenticeship Standard:

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.

	Knowledge and Understanding (know it)	Skills (Show it)	Behaviours (Live it)
Leading People	Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.	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.	Takes Responsibility Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.
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.	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.	Inclusive Open, approachable, authentic, and able to build trust with others. Seeks views of others.
Building	Understand approaches to customer	Building trust with and across the	Agile

Relationships	and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross team working to support delivery of organisational objectives.	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.	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.
Communication	Understand different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.	Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management. Use of active listening and provision of constructive feedback.	Professionalism Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values
Operational Management	Understand how organisational strategy is developed. Know how to implement operational/team plans and manage resources and approaches to managing change within the team. Understand data management and the use of different technologies in business.	Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes. Able to adapt to change, identifying challenges and solutions. Ability to organise, prioritise and allocate work, and effectively use resources. Able to collate and analyse data, and create reports.	
Project Management	Understand the project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools.	Able to organise, manage resources and risk, and monitor progress to deliver against the project plan. Ability to use relevant project management tools, and take corrective action to ensure successful project delivery.	
Finance	Understand organisational governance and compliance, and how to deliver Value for Money. Know how to monitor budgets to ensure efficiencies and that costs do not overrun.	Applying organisational governance and compliance requirements to ensure effective budget controls.	
Awareness of Self	Know how to be self-aware and understand unconscious bias and inclusivity. Understand learning styles, feedback mechanisms and how to use emotional intelligence	Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.	
Management of Self	Understand time management techniques and tools, and how to prioritise activities and approaches to planning	Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.	
Problem Solving and Decision Making	Understand problem solving and decision making techniques, and how to analyse data to support decision making.	Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.	