

Apprenticeships +

Team Leader /  
Supervisor

Apprenticeship  
Level 3



## Quick Information

### New Apprenticeship Standard designed by employers for employers

**Sector**

Applicable to all sectors

**Who is it for?**

New Team Leaders / Supervisors and existing staff in first line management roles

**Start date**

Flexible to suit employers

**Level**

Level 3

**Duration**

12–18 months

**How does it work?**

Delivered in your workplace with supporting study in the classroom or online and tutor visits every 6–8 weeks

**Content**

The programme can be tailored to your business

**Assessment**

Knowledge test, competency based interview, assessment of portfolio and professional discussion during and at the end of the programme

**Qualification**

Team Leader/Supervisor Apprenticeship and Level 3 ILM Diploma for Managers

**Review**

This standard should be reviewed within three years of its approval.

## Team Leader/Supervisor

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.

Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Roles/Occupations may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.



## Key Areas of Study

Your learner will cover essential knowledge, skills and behaviours on their programme. Full details of what will be covered are outlined below.

## Knowledge and Understanding

### Interpersonal excellence – managing people and developing relationships

#### 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.

#### 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.

### Organisational Performance - delivering results

#### 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.

#### 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.

#### 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.

### Personal Effectiveness – managing self

#### 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

#### Management of Self

- Understand time management techniques and tools, and how to prioritise activities and approaches to planning

#### Decision Making

- Understand problem solving and decision making techniques, and how to analyse data to support decision making.

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## Training, Tutoring and Assessment

The whole programme takes a minimum of 12 months to complete, and most learners will need 15-18 months. At this point your learner can start their final assessment, by agreement with you and the College. The pace at which the learner progresses will be driven by you and the learner. We will work closely with you to plan and deliver appropriate support and training. Your learner will mainly learn on the job, but training and one-to-one tutoring are a key part of the new apprenticeship standards, not just assessment, with more time on tutoring as part of the off-the-job training.

We will carry out joint reviews with you at regular intervals in order to review progress. You can use your normal performance management processes to monitor the progress of the apprentice, provide feedback and guide development. Your learner will be expected to keep a portfolio to track their learning and development throughout the Apprenticeship.

The Level 3 ILM Diploma for Managers is the main qualification of the programme as it is a combined qualification where both Knowledge and Skills outcomes are core components. It also facilitates the development of a portfolio of evidence, which is a requirement of the final assessment.

## End Point Assessment

In conjunction with the College, you will be asked to formally sign-off that the learner has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard and confirm they are ready to move on to the final assessment, which will be measured as follows:

**Knowledge Test** – The knowledge requirements within the Standard will be tested using a structured series of multiple choice questions to ensure all aspects are given coverage.

**Competency-Based Interview** – The independent assessor will test both knowledge and application of learning.

**Assessment of Portfolio** – The evidence contained in the portfolio will comprise of complete and/or discrete pieces of work that cover the totality of the Team Leader/Supervisor Apprenticeship Standard.

**Professional Discussion** – This discussion is focused on Continuing Professional Development (CPD). The Apprentice will provide evidence of any additional learning/CPD undertaken during the Apprenticeship and reflect on the outcomes.

*For more information on the assessment for Team Leader/Supervisor Apprenticeship please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment.*



## Apprentice Entry Requirements

The entry requirement for this apprenticeship will be decided by you as the employer, but may typically be five GCSEs at Grade C or higher. Learners without Level 2 English and Maths will need to achieve this level prior to taking the final assessment. If English and Maths tuition is required, we will provide this.

## Progression Opportunities

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.

They may also choose to progress onto a Level 5 operations/departmental apprenticeship.

## More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email [employer@sheffcol.ac.uk](mailto:employer@sheffcol.ac.uk) or call **0114 260 2600** to speak to one of our friendly employer advisors.

## Get In Touch

### Email

[employer@sheffcol.ac.uk](mailto:employer@sheffcol.ac.uk)

### Call

0114 260 2600

### Twitter

@sheffcol

### Facebook

[facebook.com/thesheffieldcollege](https://facebook.com/thesheffieldcollege)

### LinkedIn

[linkedin.com/company/the-sheffield-college](https://linkedin.com/company/the-sheffield-college)



## Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to train and get the best out of your member of staff.

*We help you get the smartest deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard. At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.*