



Course

Level 3 Team Leader/Supervisor Apprenticeship standard



Course duration:
12-18 months

Summary

Knowledge

- Leading people
- Managing people
- Building relationships
- Communication
- Operational management
- Project management
- Finance
- Self-awareness
- Management of self
- Decision making

Skills

- Leading people
- Managing people
- Building relationships
- Communication
- Operational management
- Project management
- Finance
- Self-awareness
- Management of self
- Decision making

Behaviours

- Taking responsibility
- Inclusive
- Agile
- Professionalism

Learn more about managing teams and projects to meet your company's goals with our Level 3 Team Leader/Supervisor Apprenticeship.

A team leader or supervisor is a first line management role with operational and project responsibilities. Working in this important role, you provide direction, instructions and guidance to ensure that the company targets are achieved. You can look forward to a varied and in-depth course, which should last around 12-18 months depending on your previous experience.

Who is it for?

We have designed this apprenticeship to provide access to development opportunities for a wide range of individuals. You may be at the start of your career in leadership and management and ready to take your first steps into professional management. Or maybe you are already in a management role and want to add theoretical knowledge to your practical skills.

What will you learn?

As you work towards this apprenticeship, you will develop a range of knowledge and practical skills. You will learn how to manage projects, plan and monitor workloads, deliver operational plans, resolve problems. All this while managing and developing your team and building on internal and external relationships. You can learn more about these in the table overleaf.

Alongside this, and following an initial assessment, we will work with you, your manager and mentor to create an individual training plan. This will include development of skills such as reading, writing, speaking, listening and communication in English as well as maths, in preparation for Level 2 Functional Skills. Within this plan there will also be activities and learning to improve your personal soft skills.

What comes next?

On completion, you will be eligible to register as an Associate Member with the Chartered Management Institute (CMI) and/or the Institute of Leadership and Management to support your professional career development and progression.

Knowledge

Area	Learning aims and development
Leading people	<ul style="list-style-type: none"> Understand different leadership styles and the benefits of coaching to support people and improve performance Understand organisational cultures, equality, diversity and inclusion
Managing people	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 your organisational objectives
Communication	<ul style="list-style-type: none"> 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
Operational management	<ul style="list-style-type: none"> Understand how organisational strategy is developed Know how to implement operational and team plans and manage resources and approaches to managing change within your team Understand data management and the use of different technologies in business
Project management	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Understand organisational governance and compliance, and how to deliver Value for Money Know how to monitor budgets to ensure efficiencies and that costs don't overrun
Self-awareness	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Understand time management techniques and tools, and how to prioritise activities and approaches to planning
Decision making	<ul style="list-style-type: none"> Understand problem solving and decision making techniques, and how to analyse data to support decision making

Skills

Area	Learning aims and development
Leading people	<ul style="list-style-type: none"> • Able to communicate organisation strategy and team purpose, and adapt your style to suit the audience • Support the development of your team and people through coaching, role modelling values and behaviours, and managing change effectively
Managing people	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Building trust with and across your team, using effective negotiation and influencing skills, and managing any conflicts • Able to input to discussions and provide feedback (to your team and more widely), and identify and share good practice across teams • Building relationships with customers and managing these effectively
Communication	<ul style="list-style-type: none"> • Able to communicate effectively (verbal, written, digital), chair meetings and present to your team and management • Use of active listening and provision of constructive feedback
Operational management	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Applying organisational governance and compliance requirements to ensure effective budget controls
Self-awareness	<ul style="list-style-type: none"> • Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received

Skills (cont'd)

Area	Learning aims and development
Management of self	<ul style="list-style-type: none"> • Able to create an effective personal development plan, and use time management techniques to manage workload and pressure
Decision making	<ul style="list-style-type: none"> • 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

Behaviours

Area	Learning aims and development
Taking responsibility	<ul style="list-style-type: none"> • Drive to achieve in all aspects of work • Demonstrate resilience and accountability • Determination when managing difficult situations
Inclusive	<ul style="list-style-type: none"> • Open, approachable, authentic, and able to build trust with others • Seek views of others
Agile	<ul style="list-style-type: none"> • Flexible to the needs of the organisation • You are creative, innovative and enterprising when seeking solutions to business needs • Positive and adaptable, respond well to feedback and need for change
Professionalism	<ul style="list-style-type: none"> • Set an example, and are fair, consistent and impartial • Open and honest • Operate within organisational values

Additional skills

As well as the core curriculum, you will touch on a number of additional skills throughout the course of your apprenticeship:

NCFE functional skills

You will work on developing positivity and confidence in the use of maths and English skills in real world, employment-based situations.

Maths

Through the Level 2 Functional Skills qualifications you will demonstrate a sound grasp of mathematical skills at the appropriate level and the ability to apply mathematical thinking effectively to solve problems in the workplace and in other real-life situations.

English

Through the Level 2 Functional Skills qualifications you will demonstrate the ability at an appropriate level to read, write, speak, listen and communicate in English, and to apply these skills effectively to a range of purposes in the workplace and in other real-life situations

British values

As part of your apprenticeship, we will discuss five key values and their impact and importance in the workplace. These will be democracy, the rule of law, individual liberty, mutual respect and tolerance of those of different faiths and beliefs.

Soft skills development

Personal Learning and Thinking Skills (PLTS) are generic skills that are essential to life, learning and work. Developing these will make a significant impact on your ability to contribute confidently both within and outside of their working environment. PLTS include independent enquiry, creative thinking, reflection, team working, self-management and effective participation.

PREVENT

PREVENT is part of the government's CONTEST strategy of which education is a fundamental part. The aim of the strategy is "to reduce the risk to the UK and its interests overseas from terrorism so that people can go about their lives freely and with confidence." CONTEST is split into four work-streams that are known within the counter-terrorism community as the 'four Ps': Prevent, Pursue, Protect, and Prepare.



Plan

We take into consideration your skills at each stage of the process, planning the learning and follow-up activities.

Do

You undertake the learning and activities that have been planned.

Check

We check your learning using a combination of assignments, discussions and observations of workplace activities, ensuring that skills, knowledge and behaviours are embedded and being practised.

Act

If areas of further learning are identified, reinforcement training is planned in and provided.