



# TEAM LEADER/ SUPERVISOR APPRENTICESHIP STANDARD LEVEL 3

Attract great talent, upskill your teams  
and plan for your future.

Suitable for both new and existing employees.



# PROGRAMME OVERVIEW

## DURATION

The duration of this apprenticeship is typically 15 months (depending on experience)

## STUDY MODE

- Online with tutor led sessions.
- Blended learning with online and face-to-face sessions and support (at the employers premises)
- There is an End-Point-Assessment for this apprenticeship. This is when the learner will demonstrate they have learnt the required knowledge, skills and behaviours.

## QUALIFICATIONS TO BE AWARDED

- Level 3 Team Leader/ Supervisor Administrator Apprenticeship
- Functional Skills English and maths (if required)

## PROGRESSION OPPORTUNITIES

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

ON-PROGRAMME LEARNING		EPA	
<b>KNOWLEDGE &amp; SKILLS</b> <ul style="list-style-type: none"><li>• Leading people</li><li>• Managing people</li><li>• Building relationships</li><li>• Communication</li><li>• Operational management</li><li>• Project management</li><li>• Finance</li><li>• Awareness of self</li><li>• Management of self</li><li>• Decision making</li></ul>	<b>BEHAVIOURS</b> <ul style="list-style-type: none"><li>• Takes responsibility</li><li>• Inclusive</li><li>• Agile</li><li>• Professionalism</li></ul>	<b>EPA GATEWAY</b>	<b>END-POINT-ASSESSMENT</b>
0-12 MONTHS		3 MONTHS	

# KNOWLEDGE OVERVIEW

A TEAM LEADER/ SUPERVISOR WILL BE ABLE TO UNDERSTAND AND HAVE KNOWLEDGE OF:

## 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 and 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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# SKILLS OVERVIEW

A TEAM LEADER/ SUPERVISOR WILL BE ABLE TO DEMONSTRATE THE FOLLOWING SKILLS WITHIN THE CONTEXT OF THE ORGANISATION:

## INTERPERSONAL EXCELLENCE – MANAGING PEOPLE AND DEVELOPING RELATIONSHIPS

- 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.

## ORGANISATIONAL PERFORMANCE - DELIVERING RESULTS

- Operational management - 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 - 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 - Applying organisational governance and compliance requirements to ensure effective budget controls.

## PERSONAL EFFECTIVENESS - MANAGING SELF

- Self awareness - 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 - Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.
- 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.

# BEHAVIOURS OVERVIEW

A TEAM LEADER/ SUPERVISOR WILL BE ABLE TO DEMONSTRATE THE FOLLOWING BEHAVIOURS:

## BEHAVIOURS

- Takes responsibility - Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.
- Inclusive - Open, approachable, authentic, and able to build trust with others. Seeks 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. Open and honest. Operates within organisational values.

# EPA GATEWAY

## END-POINT-ASSESSMENT GATEWAY READINESS

The EPA will be triggered by the following events:

- the minimum time duration allocated to the Standard has been met;
- judgement of readiness to go beyond the gateway is the decision of the Employer based on completion of all on-programme requirements.
- the apprentice believes they are ready to submit, to the EPAO, a selection of exemplary evidence, in their portfolio, which fulfil the knowledge, skills and behavioural practice in relation to the Standard.
- the employer to confirm that the portfolio is ready to submit to the EPAO
- the EPAO confirms that the portfolio has been received
- successful completion of English and maths: a minimum Level 2 qualification in English and mathematics are required for this apprenticeship and must be achieved prior to the End-point Assessment (EPA), and confirmed by the employer.

# END-POINT-ASSESSMENT

## END-POINT-ASSESSMENT METHODS

The end-point-assessment consists of two assessment methods:

1. Presentation with Q&A session
2. Professional discussion (underpinned by a portfolio of evidence)

## PRESENTATION WITH Q&A SESSION

Apprentices will prepare and deliver a presentation (followed by questions and answers) based on topic(s) covered within the apprenticeship.

The rationale for this assessment method is:

Setting the presentation title post-gateway ensures the reliability and validity of the EPA, and the period between the apprentice's submission and the actual assessment, allows the independent assessor to prepare appropriate questions pertinent to the presentation.

The presentation will allow the apprentice to demonstrate their knowledge, skills and behaviours relating to the KSBs assigned to this assessment method, allowing the independent assessor to draw these out, and to assess performance against the distinction criteria. Questions and answers following the presentation must seek to assess KSBs not evidenced through the presentation and/or depth of understanding to assess performance against the distinction criteria.

The presentation should provide a summary of their role as a team leader and what they do and how this is relevant to their role and organisation. It should focus on how they tackle current topics and will cover all KSBs assigned to this method.

The apprentice will be given their presentation title post gateway by the EPAO. The presentation will be based on one of the following topics:

- Reviewing ways to reduce cost and increase efficiency in a business environment
- Implementing a performance management process within a team or business unit
- Supporting their team through a period of change within their organisation
- Managing a difficult situation within their team

Once the title has been set, the apprentice has 2 weeks in which to prepare and submit a copy of their presentation. The independent assessor will review the submitted presentation materials ahead of the presentation and prepare relevant questions. The EPAO will then inform the apprentice of the date for the presentation with questions and answers, which will occur within 4 weeks of the presentation title being set.

The presentation and questions will last 50 minutes plus 10% (at the discretion of the independent assessor) if required. The presentation will typically last for 20 minutes and the questioning will typically last for 30 minutes in order to provide scope for the apprentice to demonstrate their full competence. The discretionary additional 10% time can be allocated in any proportion across the presentation and questioning.

## PROFESSIONAL DISCUSSION

This assessment will take the form of a professional discussion which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. Questioning should assess the KSBs assigned to this assessment method and the apprentice may use their portfolio to support their responses.

The professional discussion will last 60 minutes. The independent assessor has the discretion to increase the time of the professional discussion by up to 10% to allow the apprentice to complete their last answer. Further time may be granted for apprentices with appropriate needs, in accordance with the EPAOs Reasonable Adjustments Policy.

## GRADING AND DETERMINATION

The final judgement about whether the apprentice has passed, and with what grade, will be made by the assessment organisation taking into account recommendations by the independent assessor.

All EPA methods must be passed for the EPA to be passed overall.

To achieve a pass overall, the apprentice must achieve a pass in all assessment methods by meeting all the pass descriptors.

To achieve a distinction overall, the apprentice must achieve a distinction in all assessment methods by meeting all the distinction descriptors.

## COSTS

This programme costs £4,500 and is covered through a companies Apprenticeship Levy.

If the employer does not pay into the levy they will only pay £225 if they have more than 50 employees or if the apprentice is aged 19+. Employers with less than 50 employees receive full funding if the apprentice is aged 16-18.



## MORE INFORMATION

[www.learningskillspartnership.com](http://www.learningskillspartnership.com)  
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