

# Team Leader / Supervisor

## Apprenticeship Level 3

A team leader or supervisor is a first line management 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 both internally and externally. You need someone in this role who can provide direction, instructions and guidance to ensure the achievement of your objectives.

An apprenticeship programme is a smart, cost-effective way to train a new team leader or supervisor, or to upskill your existing staff who are already familiar with your way of working but would benefit from some leadership and management development. With the new apprenticeship standards, you can be confident that the training and assessment has been designed by employers to fit the nature of the role in practice.

### 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.

#### 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 on-line 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



## Knowledge – What is required?

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### 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.

## Skills – What is required?

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### 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

- **Awareness of self:** 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 – What is required?

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- **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.

## **Training, Tutoring and Assessment**

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The whole programme takes a minimum of 12 months to complete, at which 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.

## Apprenticeship 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.

## Future/Other Opportunities

- Operations/Departmental Manager Level 5

## 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.

## 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.

## Get In Touch

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