

Team Leader / Supervisor Apprenticeship Level 3



Apprenticeship Standard Title	Team Leader / Supervisor
Level	3
Sector	Management
Duration / Guided Learning Hours	13 – 18 months

The Programme

New style apprenticeships have been developed with employers in mind – so they're perfect for addressing the changing needs of UK business. Investing in your managers via apprenticeships creates engaged, productive and effective workforces that have a sustained impact on your business

On completion of this programme apprentices will demonstrate a range of leadership and management skills that will allow them to drive, develop and successfully lead a team. The apprenticeship standards "knowledge, skills and behaviours" are developed over the course of the programme via scheduled learning interventions with employer mentors and Lifetime regional trainers. Learning activities and coaching sessions are aligned to support the learner to learn, practice and prepare for End Point Assessment.

Potential Job Roles Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.

Employer Benefits

Apprenticeship programmes provide the perfect blend of development for the workplace. Apprentices are employed as a member of staff, paid the minimum apprenticeship wage (or more) and work alongside your existing staff to develop the skills, knowledge and behaviours they need to make an impact on your business.

Mandatory Requirements		
Learners must achieve all 17 Mandatory Units		
To achieve units 300, 301, 302 and 303 the associated onscreen knowledge test 317 and 318 must be passed		
Knowledge Mandatory Units		
Level	Reference	Unit Title
Leading People		
3	8410-300	Understand different leadership styles
3		Understand the role coaching plays in the workplace
3		Understand the importance of organisational culture
3		Understand equality, diversity and inclusion in the workplace
Managing People		
3	8420-301	Understand people and team management models
3		Understand Human Resource procedures and legal requirements
3		Understand performance management methods for individuals

Building Relationships		
3	8420-502	The unit will provide learners with an understanding of relationship management, collaborative working and conflict management
3		Understand cross team working
3		Understand the importance of emotional intelligence in the workplace
3		Understand the importance of conflict
Communication		
3	8410-303	Understand different forms of communication and their application
3		Know how to chair a meeting
3		Understand how to manage challenging conversations
3		Understand how to manage challenging

Portfolio of Evidence		
Level	Reference	Unit Title
Operational Management		
3	8410-308	Be able to deliver against an operational plan
3		Be able to adapt to change
3		Be able to work with data and create reports
Project Management		Learner Observation units
3	8410-309	Be able to plan a project
3		Be able to deliver against a project plan
Finance		Learner Observation units
3	8410-310	Be able to apply organisational governance and compliance requirements to ensure effective budget controls
Onscreen Knowledge Test		
3	8410-3017	Leading and Managing People
3	8410-3018	Communication and Building Relationships
Skills Units		
3	8410-304	Leading People
3	8410-305	Managing People
3	8410-306	Building Relationships
3	8410-307	Communication
3	8410-311	Operational Management
3	8410-312	Project management
3	8410-313	Leading People
Self-Awareness combined knowledge and skills units		
3	8410-314	Be able to create an effective personal development plan
Management of Self combined knowledge and skills		
3	8410-315	Be able to seek feedback, reflect on own performance and make improvements based on feedback
Problem Solving and Decision Making		
3	8410-316	Learn effective problem solving techniques to make decisions based on available information and able how to escalate issues when required.
Management of Self combined knowledge and skills		

End Point Assessment	
Portfolio	20%
Mixture of written documents, audio and video evidence that showcases the professional application of their on-programme learning.	

Knowledge-based multiple choice question test	30%
The apprentice showcases their leadership and management knowledge by answering a series of questions, explaining how they would respond to a range of different scenarios. Assessed via online on-demand testing through the evolve platform.	

Competency-based Interview	30%
A one-to-one interview with the apprentice, using structured questions to test their understanding and application of knowledge, and to assess their soft skills, behaviours and personal leadership style	
Professional Discussion	20%
The assessor leads a detailed discussion around the apprentice's personal and professional development, looking for clear evidence of focused CPD and how this has been applied to improve their performance in the workplace.	
Qualification Progression	Level 4 Award, Certificate and Diploma in Leadership and Management Level 5 Operations/ Departmental Manager Level 5 Award in leadership
Job Role Progression Opportunities	Registered residential childcare managers, deputies and assistant managers