



Team Leader/Supervisor Level 3 Apprenticeship

98% Overall
Retention Rate

Over 3,000
Qualifications a Year

Progression
Opportunities

GP Strategies, Your Management Apprenticeship partner

GP Strategies is one of the UK's leading specialist providers of leadership and management apprenticeships – last year we qualified over 3,000 management apprentices. Combined with our expertise in the development of apprenticeship standards, this makes us the first choice for training providers and employers who are looking to engage with reformed apprenticeships.

With our expert team of Skills Coaches, we are ideally placed to offer End Point Assessment. No organisation is better qualified to provide you with the end-to-end services required to deliver world-class apprenticeships in leadership and management.

New Management Apprenticeship Standards

Currently there are two types of apprenticeships in England – 'frameworks' and 'standards'. Framework apprenticeships are being phased out and replaced with employer-designed apprenticeship Standards, which are sometimes referred to as 'Trailblazers'. The Level 3 Team Leader/Supervisor apprenticeship is one of these new Trailblazer standards and has been designed by a group of employers, including Serco, Co-Op and the BBC.

The Team Leader/Supervisor Apprenticeship

Who is it for?

The Team Leader/Supervisor apprenticeship is suitable for individuals who are working in a first line management role.

Key responsibilities may include:

- Supporting, managing and developing team members
- Managing projects
- Planning and monitoring workloads and resources
- Delivering operational plans
- Resolving problems
- Building relationships internally and externally

Occupations may include:

- Supervisor
- Team Leader
- Project Officer
- Shift Supervisor
- Foreperson
- Shift Manager



Delivery

There are three key stages to the delivery of the apprenticeship:

- On Programme
- Gateway
- End Point Assessment

On Programme

This is the substantive part of the apprenticeship and includes both on-the job and off-the-job training and assessment. Throughout this stage the apprentice will develop the skills, knowledge and behaviours. While it is not mandatory to deliver a qualification as part of the apprenticeship, it is recommended that you do so. The employer group which designed the standard recommends a Level 3 Management qualification equating to a minimum of 38 credits or 370 hours total qualification time.

One of the key features of the Management apprenticeship standards is flexibility. Providers and employers now have more

choice in how they deliver the On Programme component of the apprenticeship. A blend of qualifications, resources and employer/provider-designed support materials can be used to deliver bespoke apprenticeship programmes that meet the needs of every type of employer.

Off the Job Training

We offer blended solutions that are tailored to the apprentice and the organisation.

On the Job Training

Whilst carrying out their day-to-day role, apprentices will be observed by their Skills Coach who will offer support and guidance to enhance their knowledge.





Gateway

The Gateway is the opportunity for the provider and employer to sit down and agree whether or not the apprentice is ready to take their end point assessment. The structure for the gateway assessment is not defined within the assessment plan so it's important that you agree how this will look. We advise that you do this at the start of the apprenticeship, so that you have clearly defined measures on how to determine readiness.

Things you should consider are:

- Has the apprentice been on programme for a minimum of 12 months?
- Has the apprentice completed their Level 2 English and Maths qualifications?
- Has the apprentice been assessed against all of the knowledge, skills and behaviours?
- Has the apprentice had the opportunity to take mock tests, practice interviews?
- Has the apprentice completed their Level 3 Diploma in Management (if applicable)?

End Point Assessment

The End Point Assessment (EPA) for the Team Leader/Supervisor apprenticeship is made up of four components:

- Knowledge Test using scenarios and questions
- Structured competency based interview
- Assessment of portfolio of evidence
- Professional discussion relating to CPD activity

The EPA can only be carried out by an Independent Apprentice Assessment Organisation (AAO). Organisations that wish to be an AAO need to apply to the Education & Skills Funding Agency to carry out the role. They must apply separately for each apprenticeship standard they wish to assess.

The AAO cannot be the Provider or the employer, and cannot have been directly involved in the delivery of the apprenticeship.

Each AAO will develop their own assessment materials and guidance, however they must assess the standard in accordance with the guidance set out in the assessment Plan. The following table taken from the Assessment Plan, describes each of the assessment components in more detail. It also provides guidance on how grading will be applied to the assessment.



Funding

Employers who pay the apprenticeship levy can use their funds to pay for apprenticeship training while a range of funding options is available to non-levy organisations. There are also a number of incentives

available for the recruitment of 16-18 year old apprentices and small businesses, as well as incentives for completion of the apprenticeship.

Apprenticeship Standard

Occupation

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.

Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

Knowledge Assessed

What is required (through formal learning and applied according to business environment)	
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.
Decision Making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.
Problem Solving and Decision Making	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 the different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.

Knowledge Assessed

What is required (through formal learning and applied according to business environment)	
Organisational performance – delivering results	
Operational Management	Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.
Project Management	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.
Finance	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.
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 Assessed

What is required (acquired and demonstrated through CPD)	
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.

Skills Assessed

What is required (acquired and demonstrated through CPD)	
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. Able to escalate issues when required.

Behaviours Assessed

What is required (developed and exhibited in the workplace)	
Personal effectiveness – managing self	
Takes Responsibility	Drive to achieve in all aspects of work. Demonstrate resilience and accountability. Display determination when managing difficult situations.
Inclusive	Open, approachable, authentic and able to build trust with others. Seeks the 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.



Duration

Typically this apprenticeship will take 12 – 18 months.

Qualification

Apprentices without Level 2 English and Maths will need to achieve this level prior to taking the End Point Assessment.

Progression

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

Level

This is a Level 3 apprenticeship.

Review Date

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

Find Out More

Visit our website for more information about our apprenticeship programmes:
www.gpstl-apprenticeships.co.uk

Still Confused?

Contact our expert team today for more information on this apprenticeship:

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