

Team Leader / Supervisor Level 3 Standards

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. 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.

There are various Knowledge, Skills and Behaviour requirements that the apprentice must demonstrate within the Team Leader / Supervisor Standards. To support the apprentice to demonstrate this, we recommend apprentices work towards the Level 3 Diploma for Managers which is an ILM qualification which has been mapped directly to the Standards and will support the preparation for the end point assessment.

- The course is available through electronic learning.
- The average course is approximately 18 months; however, your own length of learning will be individually agreed.
- The maximum number of workplace visits will be one visit per calendar month.
- There will be an individually agreed programme of on and off-the-job learning.

Achievement

To achieve the Level 3 Diploma for Managers apprentices must achieve all 17 units. To achieve units 300, 301, 302 and 303, the associated onscreen knowledge tests 317 and 318 must be passed.

Knowledge Units

ILM Unit No	Unit Title	Level	Credit Value
300	Leading people	3	2
301	Managing people	3	2
302	Building relationships	3	2
303	Communication	3	2
308	Operational management	3	2
309	Project management	3	2
310	Finance	3	2

Skills Units

ILM Unit No	Unit Title	Level	Credit Value
304	Leading people	3	2
305	Managing people	3	2
306	Building relationships	3	3
307	Communication	3	2
311	Operational management	3	2
312	Project management	3	2
313	Finance	3	2

Combined Knowledge and Skills Units

ILM Unit No	Unit Title	Level	Credit Value
314	Self-Awareness	3	3
315	Management of self	3	3

316	Problem solving and decision making	3	3
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Onscreen Knowledge Tests

ILM Unit No	Unit Title	Level	Credit Value
317	Leading and managing people	3	0
318	Communication and building relationships	3	0

Maths / English

Apprentices will be required to have or achieve Level 2 English and Maths and to have taken the Level 2 English and Maths before they can do the EPA.

End Point Assessment (EPA)

As part of the apprenticeship standards, learners will be required to achieve the EPA. This consists of:

- Multiple choice test
- Professional discussion
- Interview
- Portfolio of evidence