

Team Leader Supervisor Level 3 Apprenticeship Standards

Course Offer / Achievement

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.

To meet the Team Leader / Supervisor Standards, the apprentice will demonstrate competence in the following Knowledge, Skills and Behaviours over a minimum of 21 months:

Knowledge	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.
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 (through formal learning and applied according to business environment)
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	What is required (developed and exhibited in the workplace)
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

End Point Assessment (EPA)

The apprentice as part of the Team Leader / Supervisor Standards, will undertake an EPA which will be assessed by an Independent Assessor from Awarding Organisation ILM.

The EPA consists of 2 discrete assessment methods:

Assessment method 1: Presentation and questions and answers

Apprentices will prepare and deliver a presentation which will be based on a topic that was covered within their apprenticeship and will be followed by questions and answers.

The apprentice will be given their presentation title post gateway and will be based on one topic provided by the EPA bookings team.

Presentation delivery

The presentation and questions will last 50 minutes plus 10% (at the discretion of the Independent ILM 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.

A short break of up to 10 minutes may be taken between the presentation and question and answers to enable the independent assessor to review the questions they have identified in light of the presentation delivered.

Assessment method 2: Professional discussion underpinned by a portfolio of evidence

This assessment will take the form of a professional discussion which will be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method.

A professional discussion is a two-way discussion between the Independent ILM Assessor and the apprentice to assess the apprentice's in-depth understanding of their work. The professional discussion should be led by the apprentice but involves both the Independent ILM Assessor and the apprentice actively listening and participating in a formal conversation. The Independent ILM Assessor will give the apprentice the opportunity to make detailed and proactive contributions to confirm their competency across the KSBs assigned to this method.

Professional discussion delivery

The underpinning portfolio is submitted at Gateway and must evidence all of the KSBs mapped to this assessment method. The Independent ILM Assessor can use the contents of the portfolio to identify discussion areas for the professional discussion.

The professional discussion will last 60 minutes. The Independent ILM 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 our Reasonable Adjustments Policy.

English and Maths

Where a team leader / supervisor has not already achieved Level 2 English and Maths, they must do so before taking the End Point Assessment.