



Level 3 Team Leader / Supervisor

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.

DURATION

The apprenticeship will typically take between 12 and 18 months to complete.

LEVEL

This apprenticeship standard is at Level 3.

QUALIFICATIONS

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

CAREER PROGRESSION

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

| On Programme Learning

To achieve the Business Administrator Apprenticeship Standard apprentices are required to complete successfully:

- the on-programme period of training and development, including achieving the required Maths and English qualifications
- the end-point assessment (EPA)

On-programme learning will increase skills, knowledge and behaviours in the following areas:

SKILLS	KNOWLEDGE	BEHAVIOURS
<ul style="list-style-type: none">• Leading people• Managing people• Building relationships• Communication• Operational management• Project management• Finance• Self awareness• Management of self• Decision making	<ul style="list-style-type: none">• Leading people• Managing people• Building relationships• Communication• Operational management• Project management• Finance	<ul style="list-style-type: none">• Take responsibilities• Inclusive• Agile• Professionalism

The end-point assessment for the Team Leader / Supervisor Apprenticeship consists of the following four assessment components:

- Knowledge test (30%)
- Structured competency based interview (30%)
- Assessment of portfolio of evidence (20%)
- Professional discussion relating to CPD activity (20%)

| Off-the-Job Training

Apprenticeships are about upskilling an individual. Reaching occupational competency takes time. Many employers and apprentices have praised the positive effect off-the-job training has on their productivity and apprentices feel valued by the significant investment in their training. You may already have existing training programmes or materials you can use to deliver elements of the apprentice's off-the-job training. Off the job learning at HBTC may include sessions at the training centre, with follow up tasks being assigned in the workplace, time for assignments and research and specific training within the workplace. All off the job training must be relevant to the Apprenticeship Standard being undertaken. This will be agreed before the learner commences the programme and a flexible approach will be taken to meet learner and employer needs.

For more information please contact us on

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 **Apprenticeships**