Apprenticeships +

Team Leader / Supervisor

Apprenticeship
Level 3

The Sheffield College

Quick Information

New Apprenticeship Standard designed by employers for employers

Sector
Applicable to all sectors

Who is it for?
New Team Leaders / Supervisors and existing staff in first line management roles

Start date
Flexible to suit employers

Level
Level 3

Duration
Minimum of 24 months

How does it work?
Delivery model is hybrid with both in College and remote learning, lessons take place monthly. In addition to this your Assessor will visit you in the workplace to assess and observe you carry out your day to day activities when managing your team.

An electronic portfolio systems is used to collate all evidence

Content
This qualification is aimed primarily at individuals who are working as team leaders or first line managers, managing teams of around 3 people and more.

Its key that the Apprentice manages people new to the role or progressing on their career journey through the organisation, the Apprentice is able to develop their organisation specific knowledge, skills and behaviours

Assessment
Assessment method 1 – A presentation with Q&A

Assessment method 2 – A professional discussion underpinned by a portfolio of evidence

Qualification
Team Leader/Supervisor Level 3

A digital credential is a visual representation of knowledge and skills, and is issued online for the full qualification only, making it easy for individuals to demonstrate their competencies to employers, clients, and peers. Each digital credential has a unique URL that can be shared electronically via social media, in an email signature, and on a CV.

Additional qualifications
Level 3 Diploma for Team Leaders

Review
After 3 years or when significant change is required.

Team Leader/Supervisor

A team leader/supervisor is a first line management role, with some operational/ project management responsibilities.

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, Shift Manager and Office Manager.

Key Areas of Study

Your learner will cover essential knowledge, skills and behaviours on their programme. Full details of what will be covered are outlined below.

Knowledge and Understanding

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.

Core behaviours

Takes Responsibility

- Drive to achieve in all aspects of work.
- Demonstrate resilience and accountability.
- Shows determination when managing difficult situations.

Inclusive

- Is open, approachable, authentic, and am able to build trust with others.
- Seeks the views of others.

Agile

- Is flexible to the needs of the organisation.
- Is creative, innovative and enterprising when seeking solutions to business needs.
- Is positive and adaptable and respond well to feedback and need for change.

Professionalism

- Sets an example and am fair, consistent and impartial.
- Is open and honest.
- Operates within organisation values.

Training, Tutoring and Assessment

The whole programme takes a minimum of 18 months to complete, typically at around month 18 is when the learner moves into Gateway and starts to work on End Point Assessment.

The pace at which the learner progresses will be driven by you and the learner. We will work closely with you to plan and deliver appropriate support and training. Your learner will mainly learn on the job, but training and one-to-one tutoring are a key part in the learners development; this could take place either in College, at the workplace or remotely.

Progress reviews will take place with you and your employer at regular intervals in order to review progress. You can use your normal performance management processes to monitor the progress of the apprentice, provide feedback and guide development.

We use an eportfolio within the College to track learning and development throughout the Apprenticeship and ongoing progress.

The Level 3 ILM Diploma for Managers is the main qualification of the programme.

End Point Assessment

In conjunction with the College, you will be asked to formally sign-off that the learner has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard and confirm they are ready to move on to the final assessment, which will be measured as follows:

Assessment method 1 – A presentation with Q&A. City & Guilds/ILM will provide the title/topic of the presentation and the questions will be based upon this.

Assessment method 2 – A professional discussion underpinned by a portfolio of evidence. The evidence contained in the eportfolio will comprise of complete and/or discrete pieces of work that will be presented for EPA, the discussion will be based upon the evidence provided

For more information on the assessment for Team Leader/Supervisor Apprenticeship please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment.

Apprentice Entry Requirements

The entry requirement for this apprenticeship will be decided by you as the employer, but may typically be five GCSEs at Grade C or higher. Learners without Level 2 English and Maths will need to achieve this level prior to taking the final assessment. If English and Maths tuition is required, we will provide this.

Progression Opportunities

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

They may also choose to progress onto a Level 5 operations/departmental apprenticeship.

More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email **apprenticeshipsandtraining@sheffcol. ac.uk** or call **0114 260 2600** to speak to one of our friendly employer advisors.

Get In Touch

Email
apprenticeshipsandtraining@sheffcol.ac.uk

Call
0114 260 2600

X
@sheffcol

Facebook
facebook.com/thesheffieldcollege

LinkedIn
linkedin.com/company/the-sheffield-college

Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to train and get the best out of your member of staff.

We help you get the smartest deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard. At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.