

# TEAM LEADER/SUPERVISOR APPRENTICESHIP

## Standard Overview

A team leader/supervisor is a first-line management role with the responsibility for managing a team with operational/project responsibilities. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all kinds of organisations, specific responsibilities will vary, but the knowledge, skills and behaviours required will be the same. 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 may include: supervisor, team leader, project officer, shift supervisor, foreperson, and shift manager.



## How we deliver

Whilst the programme overview identifies the plan for the delivery of the course, we appreciate that individual learners and their employers have individual needs, learning requirements and business objectives. To ensure that we can support you to meet these, we will complete an in-depth initial skills analysis to ensure that we can tailor our delivery to meet these unique requirements. We will then use the most relevant delivery methods to support your learners which include:

- One to one coaching from a dedicated, professional tutor allocated to the learner for the duration of the programme
- Work based assignments and projects
- E-Learning via ILM and webinar delivery
- Case studies & desk top simulations
- Job shadowing and mentoring
- Employer led technical training
- Independent learning and research



# PROGRAMME OVERVIEW



Please see below a typical overview of this programme (subject to change).

MONTH 1	Induction	Self awareness, management of self, problem solving and decision making	Skills Analysis
MONTH 2	One to one coaching	Leading people, managing people, English and maths	360 Review
MONTH 3	Work based tasks	Leading people and managing people	2x Online Unit Tests
MONTH 4	Work place observation	Building relationships, communication	Review
MONTH 5	One to one coaching	Presentation skills and project management	Project Review
MONTH 6	One to one coaching	Operational management and finance	Project Review
MONTH 7	One to one coaching	Communication	Project Review
MONTH 8	Work place observation	Operational management and self-awareness	
MONTH 9	One to one coaching	Leading people, management of self, problem solving and decision making	
MONTH 10	One to one coaching	Project management, finance and building relationships	Portfolio Support
MONTH 11	Employer Presentation	Managing people, project completion and review	Portfolio Support, Progress Review
MONTH 12	Mock End Point Assessment	Skills, knowledge and behaviours	Project Review
MONTH 13	Project Presentation	Skills, knowledge and behaviours	Review of CPD Log Gateway Review
MONTH 14	End Point Assessment	Skills, knowledge and behaviours	Assesment
MONTH 15	End Point Assessment	Skills, knowledge and behaviours	Assesment

Please note course schedules are subject to change, above is a guideline.



# KEY FACTS



**Duration:** Standard guideline: 12-18 months

**Entry requirements:** Level 2 Maths and English

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

## Skills, knowledge and behaviours

### Interpersonal excellence – managing people and developing relationships

- Leading people
- Building relationships
- Managing people
- Communication

### Organisational performance – delivering results

- Operational management
- Project management
- Finance

### Personal effectiveness – managing self

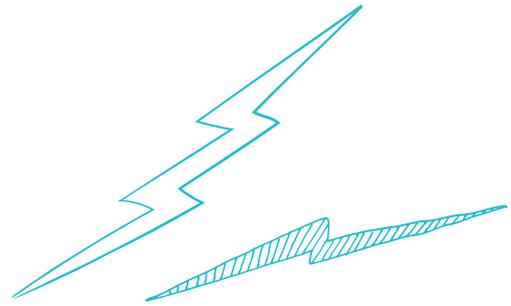
- Self-awareness
- Management of self
- Decision making

### Behaviours - To be developed and exhibited in the workplace

- Takes responsibility
- Agile
- Inclusive
- Professional



# COURSE DETAILS



## ILM Level 3 Diploma for Leaders and Managers

This qualification has been developed in line with the latest management Standards to support candidates undertaking a team leader/supervisor apprenticeship.

### Benefits for individuals

- Develop a range of essential management skills applied and refined in a real working environment
- Building the leadership capability to motivate teams and influence with confidence
- Gaining a broad understanding of key management and leadership theory to underpin and support growth and performance

### Benefits for employers

- Target your learning and development in complete alignment with the latest apprenticeship standards, ensuring all learning is relevant with no gaps in knowledge
- Maximise candidate's confidence and readiness for End Point Assessment
- Reward learner engagement and drive competition with ILM Digital Credentials

# END POINT ASSESSMENT



## Knowledge test

A series of different scenarios and situations will be used, with a series of questions requiring responses which will demonstrate the apprentice's knowledge of that particular topic. The multiple choice knowledge test will be available online or paper-based.

## Structured Competency Based Interview

The knowledge requirements within the Standard will be tested using a structured series of questions to assess the apprentice's knowledge.

## Portfolio of evidence

A completed portfolio will clearly demonstrate knowledge and understanding of real work environments and the behaviours needed around team work. It will also comprise a collection of online evidence which may include:

- Written statements
- Project plans
- Reports
- Observations
- Professional discussion
- Presentations
- Performance reviews
- Feedback from line manager, direct reports, colleagues, customers and stakeholders (captured through discussion)
- Peer feedback – 180/360 degree assessment type approach



## Professional Discussion relating to continuing professional development



The apprentice will provide evidence of any additional learning/CPD undertaken during the apprenticeship, which will include:

- Activity undertaken during the level 3 diploma or learning activity
- Details of any formal or informal learning undertaken
- Details of any professional discussions undertaken or support provided through professional bodies

### Progression

On completion, the apprentices may choose to register as associate members with the Chartered Management Institute and the Institute of Leadership and Management, to support their professional career development and progression. Advancement at work will also provide apprentices with the opportunity to continue to a level 5 operations/departmental manager apprenticeship.

### Business Benefits

For you the employer	Employers have designed the apprenticeship Standards to meet the needs of the sector and industry
Relevant	Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation
Widening participation	Apprenticeship Standards provide opportunities to employees that may not previously have been available
Development tools	A cost effective way to train your employees to undertake specific roles in your business
Return on Investment	On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015)

 THE NEW ME!! 