

# TEAM LEADER/SUPERVISOR APPRENTICESHIP STANDARD

Standard Code ST0384  
Course Level 3  
Work Based  
Funding Level £4500  
Duration 15mths including EPA

## *Course Description*

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.

## *Off the Job Training*

A key requirement of an Apprenticeship is Off-the-job training. This must make up at least 20% of the apprentice's contracted hours, over the total duration of the apprentice's planned training period. Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours.

The new learning must be documented and reflected on through the Learner Journal on their e-portfolio.

## **Entry Requirements**

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours required. They will also need to have Level 2 Maths and English (GCSE at Grade 4/C or above or equivalent) or be prepared to attend a block study period for Maths and English if this is required.

Apprentices may be required to attend an interview and undertake relevant skills assessments.

Once they have been accepted on to the programme all apprentices will be required to attend a Lincoln College Induction. Apprentices will require access to a tablet/computer to access their e-portfolio.

## **Knowledge, Skills and Behaviours**

### **KNOWLEDGE**

#### **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

### 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

### 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.

## Assessment

Assessment is done through a combination of practical tasks, written assignments, oral discussions and online tests throughout the programme.

- One to one support from a dedicated, professional assessor/instructor allocated to the learner for the duration of the programme.
- Work based assignments and projects to be completed in an e-portfolio.
- Case studies and in College course days as and when required for each learner
- Job shadowing and mentoring, cross training in other departments.
- Employer led in-house training.
- Independent learning and research as directed by the assessor, relevant to the area of study.
- Review of progress every 4-10 weeks with the Apprentice, Manager and Assessor, evaluating and contributing to what has been learnt and what the next steps to take are.

## End Point Assessment

### End Point Assessment

There will be an End Point Assessment (EPA) as the final stage of an Apprenticeship. The Apprentice must demonstrate their learning to an independent end point assessor and the overall grade available is distinction, pass or fail.

### **Assessment events are:**

#### **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, professional discussions, performance reviews and feedback.

#### **Professional Discussion relating to continuing professional development**

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**

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.

### **Fees**

As an Apprentice, you will pay no course fees. However, your employer may have to pay towards your training as well as providing you with a wage. All Apprentices must receive a minimum wage of £4.30 per hour within their first year of training from their employer, although they can, and often do, pay more. In the second and subsequent years of an Apprenticeship programme, the national minimum wage for your age would apply.

If you are an employer and want to find out more information regarding employer contributions and any further costs related to the Apprenticeship programme, please contact our dedicated Apprenticeship team at [employers@lincolncollege.ac.uk](mailto:employers@lincolncollege.ac.uk)

## ***Business Benefits***

Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry. Ensuring they include:

- 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).