

Apprenticeships

Level 3 Team Leading/Supervisor

Apprenticeship Code: ST0384
Sector: Business

Length of Delivery

Up to 18 months.

Entry Requirements

Apprentices without Level 2 English and Maths (GCSEs at Grade C/4 or higher) will need to achieve these prior to taking the End Point Assessment. Employers can set their own entry requirements; however, learners must be of the right calibre and committed to achieve all components of their apprenticeships.

About the Role

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.

What Apprentices need to learn

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this, and it must take place in the apprentice's contracted hours.

Apprentices will have the skills, knowledge and behaviours as follows:

Knowledge:

- Interpersonal excellence - managing people and developing relationships
- Organisational Performance - delivering results
- Personal Effectiveness - managing self

Skills:

- Leading and Managing People
- Building Relationships
- Organisational Performance - delivering results

Behaviours:

- Takes responsibility
- Inclusive
- Agile
- Professionalism
- Project Management
- Personal Effectiveness - managing self

Please go to the Institute of Apprenticeships website for further detail on the standard and assessment www.instituteforapprenticeships.org/apprenticeship-standards/team-leader-and-supervisor/

End Point Assessment (EPA): how apprentices achieve their qualification

When the apprentice reaches the end of the On-Programme Assessment stage, they pass through “Gateway” to the End Point Assessment (EPA). This consists of a range of assessment methods, including a knowledge test and written portfolio and interview to build in rigour and ensure that all components of the Standard have been fully tested and met.

Before you can book end point assessment, Lakes College and the employer will sign off that the apprentice will be ready for EPA by a gateway assessment.

Where an apprentice has not already achieved Level 2 English and Maths (GCSE C/4 or above), they must do so before taking the end point assessment.

Progression Opportunities

Management standard, specialist professional standards such as HR and Accountancy.

Units You Will Study

- Solving Problems and Making Decisions
- Understanding Innovation and Change in an Organisation
- Understanding Costs and Budgets in an Organisation
- Understanding Good Practice in Coaching within an Organisational Context
- Understanding Recruitment and Selection of New Staff in the Workplace
- Understand How to Establish an Effective Team
- Understanding Conflict Management in the Workplace
- Understanding Good Practice in Coaching within an Organisational Context

Next Stage

- If you are an employer please contact our Business Accounts Management lead via team-sales@lwc.ac.uk, whom will arrange an appointment to support your recruitment needs.
- If you are an applicant please either:
Go to our website www.lwc.ac.uk and apply
or contact our admissions team 01946 839300
or email admissions@lwc.ac.uk


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