



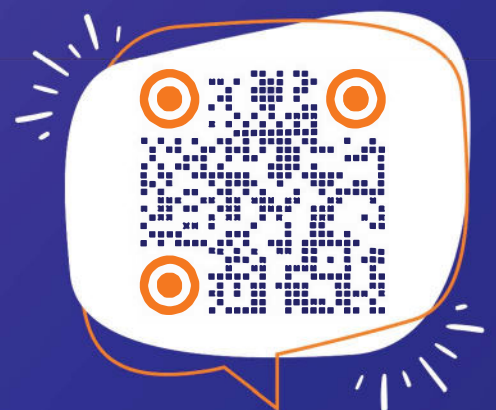
Team Leader

Supervisor Level 3

Qualification objectives

This qualification is suited to supervisors, team leaders, project officers, shift supervisors, forepersons, and shift managers that take responsibility for managing a team or discrete project.

They will also be able to support, manage and develop team members, manage projects, plan and monitor workloads and resources.



Apprenticeship Team Leader Supervisor Level 3

QUALIFICATION OBJECTIVES

The Level 3 Team Leader/Supervisor Apprenticeship Standard is for individuals that can take responsibility for managing a team or discrete project. They will also be able to support, manage and develop team members, manage projects, plan and monitor workloads and resources. They must take responsibility for delivering operational plans, resolving problems and building relationships.

This qualification is suited to the following roles:

- Supervisor • Team Leader • Project Officer • Shift Supervisor • Foreperson • Shift Manager

QUALIFICATION OPPORTUNITIES

This Apprenticeship Standard has been designed to provide access to development opportunities for as wide a range of individuals as possible. This includes individuals who are at the start of their career in leadership and management and who wish to take their first steps into professional management. It is also appropriate for those already in management roles who may already have developed practical experience, but who want to build their theoretical understanding of management skills.

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

For this Apprenticeship Standard, learners can benefit from the completion of the ILM Level 3 Diploma in Management and will be required to undertake two knowledge tests within this qualification and build a portfolio of evidence that will prepare the learner for Gateway once agreed between the Employer, Apprentice and Trainer to prepare for End Point Assessment.

QUALIFICATION DELIVERY

The completion of this Apprenticeship Standard will require monthly training visits from a qualified IPS Trainer to help support the Apprentice develop skills and progress the building of the Apprentice portfolio to prepare for End Point Assessment.

Employers involved in the development of this Apprenticeship Standard include:

- CMI • Acivico • Agillisy • Anglo Educational • Balfour Beatty • Barchester Healthcare • Barclays Bank • Books UK Ltd • BBC • Civil Service • Codegent • Co-op • Evolution Partnership • HMRC • Kinnerton Confectionery • NISA Retail Limited • One Stop • Opus Building Services • Sainsburys • Santander UK plc • Servo • Umi Digital • Virgin Media • ILM • TUI • Markerstudy • Babcock • Gateshead Council • Lifetime

Entry

The entry requirement for this Apprenticeship will be decided by each employer, but may typically be five GCSE qualifications at Grade C/4 and above.

Duration

The duration of this Apprenticeship Standard is 18 months.

Progression

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

They can also potentially progress to the Level 5 Operational Departmental Managers Apprenticeship Standard if the role permits.

Level

This qualification is completed via an Apprenticeship Standard at Level 3 and learners will achieve an ILM Level 3 Diploma in Management.

Functional Skills

Learners without Level 2 English and mathematics will need to achieve this level prior to taking the End Point Assessment.

For further information

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OFF THE JOB TRAINING

The Education and Skills Funding Agency (ESFA), on behalf of the government, have incorporated into the Apprenticeship funding rules a requirement that all new full-time apprentices must spend at least 20% of their normal working hours on off-the-job training. For calculation purposes only, working hours are capped at 30 hours per week, and this equates to an average of 6 hours of off-the-job training per week (i.e. 20% of 30 hours) completing off-the-job training.

If an individual works less than 30 hours per week, they are considered to be a part-time apprentice therefore, their programme must be extended (as per the apprenticeship funding rules) and at least 20% of the part-time apprentice's normal working hours, over this extended duration, must be spent on off-the-job training.

REQUIREMENTS: KNOWLEDGE (through formal learning and applied according to business environment)

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, 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 the 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/issues and using relevant project management tools.

Applies (At least two of the following specialist areas)

Search marketing, search engine optimisation, e mail marketing, web analytics and metrics, mobile apps and Pay-Per-Click.

Uses

Digital tools effectively.

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REQUIREMENTS: KNOWLEDGE - CONTINUED

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	
Self-Awareness	Know how to be self-aware and understand unconscious bias and inclusivity. Understand learning styles, feedback mechanisms and how to use emotional intelligence.
Self-Management	Understand time management techniques and tools, how to prioritise activities and approaches to planning.

REQUIREMENTS: SKILLS (acquired and demonstrated through continuous professional development)

Interpersonal excellence - managing people and developing relationships	
Leading People	Able to communicate organisation strategy, team purpose and adapt style to suit the audience. Support the development of the team and people through coaching, role modelling values/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, monitoring progress and providing clear guidance and feedback.
Building Relationships	Building trust with and across the team, using effective negotiation and influencing skills and managing any conflicts. Ability to input into discussions and provide feedback (to the team and wider) and identify/share good practice across teams. Building relationships with customers and managing these effectively.
Communication	Ability to communicate effectively (verbal, written and digital), chair meetings and present to team and management. Use of active listening and provision of constructive feedback.
Organisational Performance - delivering results	
Operational Management	Ability 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.

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REQUIREMENTS: SKILLS - CONTINUED

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.
Self-Management	Ability 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.

REQUIREMENT: BEHAVIOURS (developed and exhibited in the workplace)

Responsible	Drive to achieve in all aspects of work, demonstrating resilience and accountability.
Inclusive	Open, approachable, authentic and able to build trust with others, effectively seeking views of others.
Agile	Flexible to the needs of the organisation, 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, is fair, consistent and impartial. Open and honest, always operating within organisational values.

END POINT ASSESSMENT

On programme, completion will take place whilst the learner is working towards Gateway and will be in the form of successful completion of the knowledge units within the ILM Level 3 Diploma in Management.

At Gateway, preparation will take place to develop the Apprentice and then prepare them for completion of a series of assessments as follows:

- Assessment of competence through a competency based interview
- Assessment of portfolio of evidence
- Continuing Professional Development Log reviewed and professional discussion/question and answer session

APPRENTICE COMPLETION CERTIFICATE

Upon completion, the Apprentice will be graded with a Fail, Pass, Merit or Distinction.

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