

# TEAM LEADER SUPERVISOR

## LEVEL 3

A **Team Leader/Supervisor** is a first line management role which has operational / project responsibilities for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. 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.

### DURATION

12-18 months.

### MANDATORY QUALIFICATIONS

- Level 2 in English and maths (City and Guilds)

### WHAT DOES THE QUALIFICATION COVER?

A team leader/supervisor will have knowledge of, be able to understand and apply in practice the following areas of learning;

- Leading and managing people
- Building relationships
- Communication
- Operational management
- Project management
- Finance and monitoring budgets, delivering value for money
- Self-awareness, self-management
- Decision making
- Behaviours such as taking responsibility, Inclusivity, flexible, creative, professional

### HOW WILL IT BE DELIVERED?

The apprenticeship can be delivered in a classroom setting to a cohort of learners or on an individual 1-1 basis to meet the needs of the employer and learner. Our blended learning approach supports the inclusion of additional elements of learning relevant to the individuals job role and specific employer requirements

Training will be delivered in line with the agreed Commitment Statement and will include:

- A robust initial assessment covering English and maths.
- Monthly 1-1 meetings between the apprentice and the trainer

Tri-partite meetings every 12 weeks between the employer, learner and trainer to review progress and review the 'off the job' training elements.



- Learner progress is recorded via our e-learning platform, which gives access to a broad range of online courses and materials.
- The employer can access the learners e-portfolio using their own log in to check on progress.

Once the learner has completed the appropriate functional skills and the employer, learner and trainer agree that the apprentice has reached the required standard in their knowledge, skills and experience, the learner will be put forward for their EPA.

## END POINT ASSESSMENT

The end-point assessment is designed to enable apprentices to demonstrate that they are fully conversant in the skills, knowledge and behaviours expected of individuals at this level. It is designed to provide the independent assessor with a holistic view of the apprentice, and allow them to assess to what extent the apprentice meets or exceeds the apprenticeship standard.

The end-point assessment will consist of:

- Assessment of knowledge through a test using scenarios, questions and responses
- Assessment of competency through competency based interview
- Assessment of portfolio of evidence
- Continuing Professional Development Log reviewed and professional discussion/question and answer session

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