

Team Leader / Supervisor Apprenticeship

Level 3

A team leader/supervisor is a first line management role, with operational and 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. We adapt this apprenticeships to roles within the logistics sector.

Roles and occupations may include supervisor, team leader, project officer, shift supervisor, foreperson, and shift manager.

Entry

Employers will set their own entry requirements, but it is expected that the apprentice will be working in a role that will enable them to cover the range of skills within the standard.

Duration

The minimum duration for the apprenticeship is 12 to 18 months.

Progression

Progression from this apprenticeship could be into senior duties or management positions.

Functional Skills

If the employee does not have maths and English GCSE passes at Grade C or above, they will need to pass maths and English Functional Skills Level 2 prior to the end assessment.

LSA Professional Coaches

Each apprentice will be assigned a designated coach by the LSA who will visit them and their line manager at their workplace throughout the Apprenticeship. The LSA coach will be in contact with the apprentice to support, mentor, review and plan progress throughout the apprenticeship.

End Assessment

The end point assessment will commence when the employer, apprentice and LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard.

Qualifications

This apprenticeship delivered by the LSA includes the achievement of an ILM Level 3 Diploma in Management and membership of the Institute of Leadership and Management.

Details of the assessment process can be found on the back page.

Contact us for more information.

020 8818 6800

enquiries@lsa-skills.co.uk | lsa-skills.co.uk

Standard

Team leaders/supervisors must have the following core skills, knowledge and behaviour.

	Knowledge and Understanding	Skills	Behaviours
	Interpersonal excellence – managing people and developing relationships		Takes responsibility:
Leading People	Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.	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.	Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.
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.	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.	Inclusive: Open, approachable, authentic, and able to build trust with others. Seeks views of others.
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.	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.	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.
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.	Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management. Use of active listening and provision of constructive feedback.	Professionalism Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values,

Standard

Team leaders/supervisors must have the following core skills, knowledge and behaviour.

	Knowledge and Understanding	Skills	Behaviours
	Organisational performance – delivering results		<p>Takes responsibility: Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.</p> <p>Inclusive: Open, approachable, authentic, and able to build trust with others. Seeks views of others.</p> <p>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.</p> <p>Professionalism Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values,</p>
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.	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	Understand the project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools.	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	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.	Applying organisational governance and compliance requirements to ensure effective budget controls.	
	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.	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	Understand time management techniques and tools, and how to prioritise activities and approaches to planning	Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.	
Decision Making	Understand problem solving and decision making techniques, and how to analyse data to support 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	

Independent End Point Assessment

The end point assessment will only commence once the employer, apprentice and the LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on programme progression review meetings.

The independent end assessment ensures that all apprentices consistently achieve the industry set progression standard that has been defined by employers. It can commence at any point once the apprentice is competent after the 12 to 18 month minimum period of learning and development. Prior to end point assessment the functional skills in maths and English components of the apprenticeship must be successfully completed.

Summary of Independent End Point Assessment process

The apprentice will be assessed to the apprentice standard using 4 assessment methods. The assessment is synoptic, i.e. it takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end point assessment organisation as follows:

Assessment activity	Format	Details
On demand knowledge and behaviour test	Short answer and scenario based test, approximately 1 hour	<ul style="list-style-type: none">• Can be undertaken either on the employer's premises or off site• Externally set and marked automatically by the assessment organisation
Structured competency based interview	Interview that can be conducted using a range of media (i.e. live media, telephone, online or written)	
Assessment of portfolio of evidence	A portfolio of evidence reviewed and assessed by independent assessor	Work will cover the totality of the team leader/supervisor standard
Professional discussion relating to CPD activity	Led by the independent assessor to identify objective of the activity and outcome and evidence of it being applied	

All parts of the standard are equally weighted.

Completion

The independent end assessor confirm that each assessment element has been completed. The apprenticeship includes pass and distinction grades with the final grade based on the apprentice's combined performance across each assessment activity. In order to pass, the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment this should be retaken as soon as the apprentice is ready and when practical for the business.

For more information on the grading criteria refer to the apprenticeships standard assessment plan:

findapprenticeshiptraining.sfa.bis.gov.uk

In association with...  West Thames College London

Contact us for more information.

020 8818 6800

enquiries@lsa-skills.co.uk | lsa-skills.co.uk

