Apprenticeship Standard for Team Leader/Supervisor

Role Profile:

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.

Occupation

Supervisor/Team Leader/Project Officer/Shift Supervisor/Foreperson/Shift Manager

Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade A-C/4-9 or equivalent.

Full initial assessment, including English and Maths and Skills Scan to identify skills/knowledge gaps, which will help build the delivery of your programme.

Requirements: Knowledge, Skills and Behaviours

Knowledge	What is required (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 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	What is required (acquired and demonstrated through continuous professional development)
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	What is required (developed and exhibited in the workplace)
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

Level - Level 3

Duration - Typically this apprenticeship will take 14 – 17 months

Cost - £4,500
- If you are a Levy payer, this will come out of your Levy account. If you are a non levy payer, the government via the ESFA will pay 95% of the programme and the remaining 5% will be paid by you within the first 3 months of the programme.
- As of 1st April 2024, if your learner is aged 21 or under and you are a non levy employer that is classed as a small or medium sized business, the government will pay for the remaining 5% co investment.
- If your learner is 16-18, your company will receive an incentive payment of £1000 which is paid in two instalments to support the learning programme.
- There is no cost to the apprentice.

Qualifications – Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment. You will be required to attend on-line classes and take an external assessment provided across one of our Adult Learning Centres within Buckinghamshire.

Progression – On completion, apprentices may choose to register as Associate members with the Chartered Management Institute and/or the Institute of Leadership & Management, to support their professional career development and progression.

Initial Assessment - A robust initial assessment is completed before any learner is signed up to this course. All potential learners take an online test to ascertain their gaps in knowledge. The learner will also complete a self-assessment of their knowledge and understanding alongside their Direct Line Manager who will assess their understanding of their candidate's knowledge and understanding.   Once this is completed all results are analysed the cost of the course is then determined along with the length of stay likewise the suitability to the course is determined. On occasion learners will be directed to a lower level course than which they initially requested or alternatively to a higher-level course than the one they were inquiring about, this will purely be based on their skill set, previous experience and qualifications demonstrated through the robust initial assessment.

Workshops - All learners undertake monthly workshops within a group of their peers. Workshops are conducted online via MS Teams, however in some cases may be face to face in a suitable location. All workshops are led by competent qualified tutors with a wealth of experience. Workshops are interactive and updated annually ensuring the quality and currency of the content. Workshops are not only attended by Buckinghamshire Council employees providing an excellent platform for sharing a wider breadth of skills, knowledge and best practise.

Resources - All learners have access to an e-portfolio, this doubles up as a virtual learning environment. Learners have access to high quality resources 24/7 as long as they have an Internet connection. All learners have a dedicated Tutor whom they can contact for support and guidance as and when required.

In addition to workshops learners also receive monthly marking with detailed and constructive feedback to bring their work to the required standard and support them to strive for the distinction grades.

Learners also receive 10 to 12-week progress reviews throughout their course. These are attended by the learner, line manager and tutor. This is a great platform to discuss progress in the workplace and on the apprenticeship programme. They are an excellent opportunity to look at the progress of the learner to make sure they stay on target with their course. During these reviews line managers are encouraged to comment on the performance of the Apprentice in the workplace and how skills and knowledge are being demonstrated within their work tasks.

Peer Support - As learners' study in groups they build strong bonds leading to excellent peer support. Learners quite often Work shadow one another in order to gain experience in different parts of the business which normally they may not have access to, this gives each learner an excellent experience while studying their course. Peer support is vital to all our learners to enable them to be able to achieve the course fully whilst in a supportive environment.

This course attracts a variety of different people it can be people who are just about to manage their first member of staff or those that have managed staff for a while. Working with a group of peers really helps with this as you will have experienced learners and those who are brand new to team leading meaning, they can share their experiences to support each other.

Working with other people from different departments enables learners to network with their peers effectively. it enables them to share best practise and utilise the skillsets of one another.

Achievement - We strive for excellence in the achievement of our learners to date since starting delivery of this standard all learners who undertook the end point assessment for Team Leading level 3 have achieved.

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