

TEAM LEADER SUPERVISOR STANDARD LEVEL 3

A team leader/supervisor is a first line manager with operational/project responsibility for managing a team. They'll provide direction, instructions and guidance through supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems and building relationships.

TRAINING BENEFITS

On completion of this 15 month standard apprentices will demonstrate a range of leadership and management skills that will allow them to drive, develop and successfully lead a team. The apprenticeship standards "knowledge, skills and behaviours" are developed over the course of the programme via scheduled learning interventions with employer mentors and Lifetime regional trainers. Learning activities and coaching sessions are aligned to support the learner to learn, practice and prepare for End Point Assessment.

WHAT'S COVERED?

- **Personal Development:** Apprentices learn how to reflect on own their performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.
- **Leading and Managing People:** Apprentices learn how to communicate an organisation strategy, team purpose and adapt style to suit the audience. Support the development of a team, coaching, role modelling values & behaviour, manage change, set operational objectives and monitor progress.
- **Communication:** Apprentices learn about effective communication (verbal, non-verbal, written, digital), chairing meetings, presenting using a range of media using effective negotiation and influencing skills, managing conflict, identifying and sharing good practice.
- **Decision Making:** Apprentices learn about the use of effective problem solving techniques to make decisions based on available information and able how to escalate issues when required.
- **Operational Management:** Apprentices learn how to communicate organisational strategy and deliver against operational plans, translate goals into deliverable actions and monitor outcomes. Adapting to change, identifying challenges and solutions, organising, prioritising and allocating work, effective use of resources, collating and analysing data.
- **Project Management:** Apprentices learn how to organise and manage resources and risk, monitor progress to deliver against a project plan using relevant project management tools, and take corrective action to ensure successful delivery.
- **Finance:** Apprentices learn about the importance of manage the overall financial performance, achieving targets, analysing reports, producing financial plans and reports and how to identify and implement opportunities to increase profit and reduce waste.

Continued overleaf



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ASSESSMENT

Regular evaluation sessions with managers and trainers will include performance observations, Q&A sessions and a series of professional discussions. Recommended completion of a recognised Management diploma at level 3. To prepare for a final assessment apprentices will be asked to complete a number of activities in-between visits.

END POINT ASSESSMENT

Apprentices access End Point Assessment following a gateway discussion with their employer and Regional Trainer where entry requirements are discussed, checked and recorded including functional skills at the required level. The Team Leader Supervisor Level 3 End Point Assessment will include the following types of assessment:

- Knowledge test using scenarios and questions
- Structured competency based interview
- Assessment of portfolio of evidence
- Professional discussion relating to CPD activity



GET IN TOUCH

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