

## Team Leader/Supervisor Level 3 Apprenticeship Standard

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.

### Fees

This apprenticeship is 95% government-funded with a 5% employer co-investment of £225.

If you are an employer with a pay bill over £3 million each year, you will automatically be paying into the apprenticeship Levy.

- Duration: **12-18 Months**
- Location: **Workplace**

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**Once you have your employer's approval to undertake this apprenticeship, please contact Pauline Bolt for details on how to apply. [pbolt@ihm.org.uk](mailto:pbolt@ihm.org.uk)**

### Entry Requirements

It is expected that the learner will have a minimum of 5 GCSEs at Grade C or above. Alternatively, learners with long-standing evidence of work to a Level 3 standard may apply if they are supported by their employer and would then follow Functional Skills training alongside the apprenticeship.

It should also be noted that the learner will need to achieve a Level 2 standard in English and Mathematics prior to their End Point Assessment. These are referred to as *Functional Skills* and during enrolment learners will be required to complete both Maths and English Initial Assessments and diagnostic tests to assess their level of understanding. If learners are exempt due to prior achievements, certificates must be presented as evidence *before enrolment* if this is the case, failure to do so will result in learners having to complete Functional Skills.

To be eligible for the apprenticeship learners will need to work a minimum of 30 hours per week and have the support of their line manager and employer. Learners will complete a self-assessment which will assess their knowledge, skills and behaviours to ensure they are eligible for the apprenticeship.

## Units

### 1. Leading & Managing People

- Understand a range of different leadership styles
- Understand the role of coaching within the workplace
- Understand the importance of organisational culture
- Understand equality, diversity and inclusion in the workplace
- Understanding people and team management tools
- Understand Human Resource procedures and legal requirements
- Understand performance management for individuals

### 2. Building Relationships & Communications

- Understand approaches to customer and stakeholder relationship management
- Understand cross team working
- Understand the importance of emotional intelligence in the workplace
- Understand the importance of conflict management in the workplace
- Understand the different forms of communications and their application
- Know how to chair a meeting
- Understand how to manage challenging conversations

### 3. Operational Management

- Understand how organisational strategy is developed
- Know how to effectively implement operational/team plans with the available resources
- Know how to manage change within a team
- Understand how data is used in the workplace

### 4. Project Management

- Understand the project lifecycle and roles within the project
- Know how to deliver a project
- Know how to manage project risks and issues

### 5. Finance

- Understand finance related governance and compliance
- Know how to deliver value for money
- Know how to set and monitor budgets

## 6. Awareness of Self

- Know how to be self-aware
- Understand inclusivity and unconscious bias
- Understand different learning styles
- Understand feedback mechanisms

## 7. Management of Self

- Understand approaches to personal development in planning for the workplace
- Be able to create an effective personal development plan
- Be able to maintain a continuous professional development log (CPD)

## 8. Problem Solving and Decision Making

- Understand problem solving and decision-making techniques
- Be able to use problem solving techniques to inform decision making
- Be able to escalate issues when required

### Course Delivery

This will include a wide range of teaching and learning techniques and styles including one-to-one coaching, discussions and teaching, observations, practical assessments, mentoring, independent research and e-learning. The assigned PMA Tutor/Assessor will use online face to face platforms such as Zoom/MS Teams/FaceTime/Skype, as well as periodic workplace visits.

Learners will have access to Aptem, our e-portfolio system that supports in monitoring progression throughout the apprenticeship. It is the central system that keeps track of learner assignments, evidence and holds resources that will support learners to complete the apprenticeship.

Line managers will be a key driver in learner development, importantly in agreeing the unique learning plan and kept abreast of progress at every step.

### What is 20% OTJ

What is off the job training: learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of the apprenticeship. This can include training delivered at the apprentice's normal place of work but must not be delivered as part of their normal working duties. Both Learner and employer will receive a Guide surrounding 20% OTJ training.

Apprentices will be expected to keep a log of all learning activities working towards the 20% off the job requirements.

**Off the job activities could include;**

- Attending masterclass teaching and learning sessions
- Coaching
- Independent research
- In-house training
- Shadowing
- Industry visits
- Mentoring
- Supervision with employer
- Writing assignments
- Online learning
- Manufacturer training
- Role play
- Simulation exercises
- Team meetings that include training
- Completion of reflective journal

## Functional Skills

Functional Skills are nationally recognised qualifications in English and maths. They are part of a government initiative and designed to improve literacy and numeracy skills across the workforce. Due to this, Functional Skills are a **mandatory** part of Apprenticeship Standards. Anyone enrolling to an Apprenticeship must complete Functional Skills English and Functional Skills maths unless they have already achieved them previously at Level 2 or have GCSE's (or equivalent) in both subjects at Grade C or above. Certificates must be presented as evidence **before enrolment** if this is the case, failure to do so will result in learners having to complete Functional Skills.

In order to support you in completing Functional Skills, PMA will undertake an initial assessment and diagnostic assessment which will enable its specialist tutors to identify which areas to focus on with you and this will form the basis of a personalised learning plan.

It is important to bear in mind that Functional Skills do require apprentices to sit formal examinations. The team will support you with exam technique alongside your learning plan, and will arrange for the examinations to take place at your workplace.

If you are undertaking a Level 2 Apprenticeship, you are required to complete Functional Skills English and maths at Level 1. If however you complete Functional Skills early, it is a government requirement for PMA to upskill you to Level 2 Functional Skills. If you are undertaking an Apprenticeship at Level 3 or higher, then you will automatically be enrolled to Level 2 Functional Skills.

## End Point Assessment (EPA);

EPA is the name given to a series of tests that an apprentice must complete at the end of their Apprenticeship in order to receive their certificate. The EPA confirms apprentices are capable of undertaking the job that they have been training to do. These tests are undertaken with an external organisation (known as an end point assessment organisation) to remove any bias from the examination process. The employer will choose the end point

assessment organisation and PMA will support them to obtain information pertinent to this if needed.

When apprentices enrol on to an apprenticeship, they study various units covering a wide range of relevant topics for their job enhancing their knowledge, skills and behaviours. This is often referred to as being 'on programme' and apprentices must complete all of the mandatory components of this including Functional Skills where appropriate.

Once this is completed, it is at this point the employer, after discussion with their apprentice and PMA, 'signs off' their apprentice as ready for EPA. This decision process is known as the 'gateway' to End Point Assessment.

The apprentice must be assessed by a minimum of 2 different assessments methods and the methods used will be the ones most relevant to the job. This testing will examine that the apprentice is capable of doing their job. After the EPA, the apprentice is graded by pass, merit or distinction. Clear grading descriptors set out the requirements for each grade.

### **Apply Now**

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