

# 3

Course code  
ST0384

## Total Apprenticeship Duration

15 Months

- **On-Programme**  
12 months
- **Assessment Window**  
3 months
- **Day Courses**  
5 remote sessions

Recommended EPA Organisation  
Chartered Management Institute

**HOET**

Heart of England Training Ltd



## Overview

# Apprenticeship Standard TEAM LEADER / SUPERVISOR LEVEL 3

Team Leaders and Supervisors are members of the first line management layer, who are responsible for team operations, projects and deliverables. The role involves providing direction, instruction and guidance to ensure that asset objective is achieved.

No matter what sector you work in (whether it is the private, public or third sector), or what size of organisation you

work in, the knowledge, skills and behaviours you need are the same.

Among the key tasks you will be expected to perform are to provide support, lead and develop a team; project management, plan and monitor workloads and resources; implementing operational plans; resolving problems and building relationships both internally and

externally.

Typical job titles include Supervisor, Team Leader, Project Officer, Shift Supervisor, Shift Manager and Foreperson.

## Course content

### Knowledge

- Understand different leadership styles & organisational cultures; equality, diversity & inclusion
- Understand management models
- Understand approaches to customer & stakeholder management and know how to facilitate cross-team working
- Understand different forms of communication & application
- Understand HR systems, legal requirements & performance management techniques

### Skills

- Interpersonal excellence – leading people & developing relationships through effective communication
- Organisational performance – delivering results to include project management & finance controls
- Able to communicate organisational strategy & deliver against operational plans, translating goals into deliverable actions for the team & monitoring outcomes
- Personal effectiveness – managing self through self-awareness & decision-making

### Behaviours

- Drive to achieve in all aspects of work, demonstrating resilience & accountability
- Determination when managing situations
- Open, approachable, authentic & able to build trust with others
- Flexible to organisation needs; positive & adaptable; responds well to feedback & need for change
- Creative, innovative & enterprising when seeking solutions
- Sets an example and is fair, consistent, impartial, open & honest

## Entry requirements

Individual employers may set their own entry requirements. The apprentice must already be employed for over 16 hours per week. Candidates must have achieved Maths and English at Level 2 prior to their

training. Those who have not must achieve this prior to taking the end-point assessment and we will support this. Maths & English tests must be taken under exam conditions.

## On-programme development & training

Using the **OneFile** online portfolio, candidates will compile evidence that demonstrates occupational skills, knowledge & behaviours; underpinning the confidence and competence gained in all aspects of the standard. The portfolio will demonstrate exemplar practice by the candidate and will include observations, witness statements, reports, minutes and feedback from managers. We will support you with 1-1 workplace visits, remote sessions and day courses. All of these

will contribute to the candidate's requirements of off-the-job training. HOET will work with the employer and candidate to develop a training and development plan that enables the remaining requirements to be met. Candidates will be supported with mock End-Point Assessments (EPA) which will include Q&A sessions and a professional discussion. Development feedback will be provided at the end of these mocks to ensure candidates are given the support

required to achieve EPA.

### Day Courses

The 5 day courses all underpin the knowledge required. These include Managing Budgets; Contributing to the Delivery of Projects; Organisational Operations & Managing Daily Activities; Principles of Management & Leadership; and Managing a Team & Building Stakeholder Relationships.

## Gateway & EPA

### Gateway

This is the preparation area for candidates' EPA, and can only be entered once the standard requirements have been met and we are in agreement with both the candidate and the employer that they are ready for EPA. During this time, further mock assessments will be completed. Once in Gateway, candidates will be required to complete a presentation on a topic chosen by the EPA organisation. The presentation should provide a summary of their role as a Team Leader, what they do and how this is relevant to the organisation. Candidates will have 2 weeks to prepare and submit their presentation. There will

then be a planning meeting to finalise the preparations for the EPA.

### End-point assessment

EPA is completed on the date we agree with the candidate and employer; this is usually within 5 weeks of entering Gateway and is finalised once all the required documentation has been submitted. The EPA consists of a professional discussion (underpinned by a portfolio of evidence) and a presentation on the EPA topic along with a Q&A session. Total EPA time is 2 hours maximum. All elements of the EPA are combined to determine the final

grade according to guidance in the assessment plan. This can take up to 3 weeks. Should the candidate fail any elements of the EPA, there will be an opportunity to 'resit' that particular element.

The recommended EPA organisation for this standard is **CMI (Chartered Management Institute)**.

Candidates will also gain a CMI Level 3 Diploma.



INFORMATION



ADVICE & GUIDANCE



RECRUITMENT SUPPORT



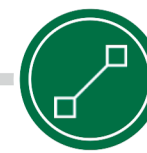
INDUCTION



ON-PROGRAMME LEARNING



EPA PREPARATION



EPA



PROGRESSION ROUTES

*“ It has given me a broad level of management knowledge - developing my confidence and allowing me to participate in larger projects. ”*



### Employer & learner satisfaction



of Employers would recommend us\*



of Apprentices would recommend us\*

\* From our 2020-2021 Employer & Apprentice Survey