

# 3

**Course code**  
ST0384 v1.4

**Total Apprenticeship Duration**

15 Months

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

**Recommended EPA Organisation**  
Chartered Management Institute



## Overview

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; operate budgets and resources; reporting to senior managers.

Team leaders will understand how their role supports the broader organisational structure through applying codes of practice, legislation and regulations relevant to their organisation,

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

## Apprenticeship Standard TEAM LEADER LEVEL 3

## Occupation Duties

- Sets, monitors and manages objectives and performance which link to organisational outcomes.
- Manage resources to deliver tasks within budget and targets
- Contributes to the training and ongoing development needs of the individuals or the team.
- Collates and interprets data and shares outputs with stakeholders to support decision-making
- Contributes to projects, initiatives and their implementation to achieve organisational goals.
- Monitors and applies operations policies, relevant legislation and regulation and makes recommendations to ensure individual and team compliance.
- Identifies, assesses and monitors potential risks, and supports the mitigation of risk within the organisation
- Contributes to change and support others through change
- Support the development and implementation of sustainable operational plans to achieve organisation goals
- Lead and manage the team to ensure the application of equity, diversity and inclusion principles
- Collaborate and builds relationships with stakeholders to identify and support improvement opportunities
- Communicates information to drive operations activities and improve organisational performance
- Manage the team and resources to reduce carbon footprint and reduce business costs.

## 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 approaches to managing and leading people and teams, stakeholder communication, organisational awareness and delivering organisational activities, professional development, supporting people through their employee life cycle, contributing to the management of a project, technology and budgets. The management of change.

## 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.

### Assessment Window and EPA

Once gateway has been completed, candidates move into their assessment window. Candidates will be required to complete a presentation on a topic chose by the EPA organisation and provided upon passing through gateway check.

The presentation should cover a summary of their role as a Team Leader, and what they do and how this is relevant to their role and the organisation. It should focus on how they tackle current topics and will cover the knowledge, skills and behaviours assigned to this method. The topic of the presentation will be selected by the EPA organisation.

All elements of the EPA are combined to determine the final grading 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) and will become a student member of CMI upon enrolment. Upon completion candidates will be able to apply to CMI for professional recognition and the Apprenticeship Standard aligns with The Chartered Management Institute for Associate Membership. Candidates will also receive a Diploma in First Line Management & Leadership.



INFORMATION



ADVICE & GUIDANCE



RECRUITMENT SUPPORT



INDUCTION



ON-PROGRAMME LEARNING



EPA PREPARATION

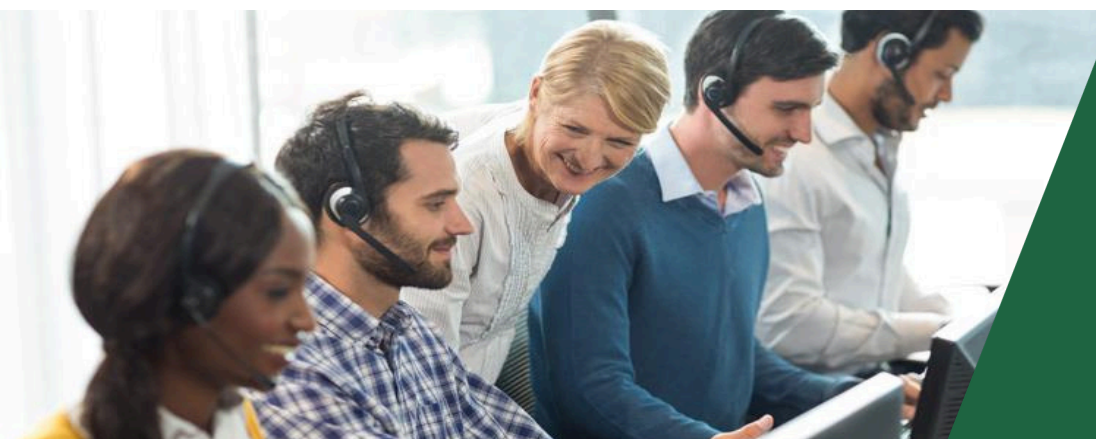


EPA



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