



TEAM LEADER LEVEL 3

					
Blended learning including day courses	Course duration 12 months (16 with apprenticeship assessment)	EPA Organisation Chartered Management Institute	Training time Approx. 33 sessions	Funded learning Funded via the Apprenticeship Levy	Apprenticeship level 3

OVERVIEW

The Team Leader / Supervisor Level 3 apprenticeship is designed for individuals in the first line of management who are responsible for leading teams, managing projects, and ensuring operational objectives are achieved.

Apprentices will learn how to guide, motivate and support team members, manage resources efficiently, and maintain effective communication across teams and departments. The programme develops strong leadership, planning, and problem-solving abilities — enabling individuals to deliver results while maintaining quality and compliance with organisational standards.

Team leaders will also gain an understanding of how their role contributes to the wider business strategy, applying codes of practice, legislation, and operational procedures to achieve goals and drive continuous improvement.

This qualification helps learners to lead with confidence, adaptability, and professionalism across a variety of industries.

WHAT TO EXPECT

- As an apprentice, you will have approximately 33 educator sessions throughout the duration of your apprenticeship.
- You will see your educator every 2 weeks for your online sessions. These appointments will be there to discuss your progress, assign you tasks and prepare you for your apprenticeship assessment.
- There are 5 mandatory day courses that you must attend as part of your apprenticeship, the topics are:
 - Organisational awareness for first line managers.
 - Contribute to the delivery of a project & stakeholder communication for first line managers.
 - Delivering organisational activities.
 - Supporting people throughout the employee life cycle.
 - Approach to managing and leading people and teams.

ENTRY REQUIREMENTS

Individual employers may set their own entry requirements. The apprentice must already be employed for over 16 hours per week.

- If a candidate is 16-18 they must have achieved maths and English at Level 2 prior to completion of the course, this is something that can be completed with us if needed.
- If a candidate is 19+ and hasn't achieved in Maths and English GCSE before enrolling, it is up to the employer to decide whether these qualifications should be attempted.
- The candidate must be employed in a suitable role.

TYPICAL JOB ROLES

- Team Leader
- Supervisor
- Shift Supervisor
- Operations Coordinator
- Departmental Manager
- Office Team Lead

COURSE CONTENT

Performance & Operations

Set and monitor team objectives, manage resources efficiently, and implement operational plans to achieve organisational goals.

Leadership & Team Development

Lead and support teams, foster professional growth, and guide others through change.

Project & Data Management

Contribute to projects, interpret data, and support informed decision-making.

Compliance & Risk

Ensure adherence to policies, legislation, and regulations while identifying and managing organisational risks.

Communication & Stakeholder Engagement

Collaborate with stakeholders, communicate effectively, and optimise resources to improve operational performance.

EMPLOYER & LEARNER SATISFACTION

97%

of Apprentices would recommend us*

99%

of Employers would recommend us*

APPRENTICESHIP ASSESSMENT

The apprenticeship assessment includes:

- A 50 minute presentation (20 minute presenting, 30 minutes for questions) on a set subject assigned prior to Apprenticeship Assessment (AA) date. You have until the end of week 4 of the EPA period to create your presentation and submit your presentation after receiving your set topic.
- Professional discussion supported by a portfolio of evidence.

YOUR COMPLETE CAREER PATHWAY

Business
Admin
Level 3

Team
Leader
Level 3

Operations
Manager
Level 5

FREE ACCESS TO CHARTERED MANAGEMENT INSTITUTE (CMI) - MANAGEMENT DIRECT RESOURCES

As part of this apprenticeship, you will become a student member of the CMI, gaining access to a wealth of resources, professional networks, and development tools to enhance your management capability.

Upon successful completion of the apprenticeship, learners will be eligible to apply for Associate Membership with the CMI, further supporting professional recognition and career progression.

What are the benefits?

- Access CMI's exclusive Management Direct resources and learning tools
- Build professional networks and gain career support through CMI membership
- Enhance leadership and management capability through accredited development
- Progress towards professional recognition with Associate CMI Membership

