

# LEVEL 3 TEAM LEADER/SUPERVISOR

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 achieve 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 will likely 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.

## DELIVERY OVER 18 MONTHS

### INDUCTION

One day induction to apprenticeship programme, meeting with a Skills Coach and delivery plan agreed.

### IN COLLEGE

One workshop and workbased session a month for the duration of Programme.

### ONLINE

Access learning materials 24/7 via Smart Assessor - your online learning environment

### ASSESSMENT

On programme assessments every 6-8 weeks, including progress reviews every 8-10 weeks.

## END POINT ASSESSMENT

- Assessment of competency through competency-based interview.
- Assessment of portfolio of evidence.
- Continuing Professional Development Log reviewed and professional discussion/question and answer session.

## QUALIFICATION

Diploma in Principles of Management and Leadership Level 3 - On completion, apprentices can register as full members with the Chartered Management Institute and those with 3 years of management experience can apply for Chartered Manager status through the CMI.

## KNOWLEDGE/SKILLS/BEHAVIOURS

### Knowledge

- Leading people
- Managing people
- Building relationships
- Communication

### Skills

- Operational Management
- Project Management
- Finance

### Behaviours

- Takes responsibility
- Inclusive
- Open
- Agile

## ENTRY REQUIREMENT

Maths and English GCSE Grades 9 - 3; A\* - D; Functional Skills Level 1 or initial assessment results at Level 1. Job role includes supervision of individuals.

## PROGRESSION

Level 5 Operations/Departmental Manager