

## TEAM LEADER / SUPERVISOR Apprenticeship

## EMPLOYER FACTSHEET GROW YOUR OWN TALENT

Train your aspiring employees to deliver clearly defined outcomes for your business. This programme is suitable for those who are keen to take their first step into line management, or those with some experience of managing a team or a project.

### Key Information

Level	3
Duration	12-18 months
Entry requirements	- 16 years or over. - Please contact our Apprenticeship team for further entry requirements.
Delivery	A minimum of 30 hours of on the job training at work place per week. We offer flexible delivery remotely
Typical job titles	Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager
Key responsibilities	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.
Qualifications	- Pass end-point assessment - Level 2 math & English
Progression	On completion, apprentices may choose to register as Associate members with the Chartered Management Institute &/or the Institute of Leadership & Management, to support their professional career development & progression

### Choose a Trusted Provider



We are a top provider in London with consistently high success rates



We are the largest college provider of apprenticeships in west London



We work with major companies including British Airways  
Brunel University London & Menzies etc.



Government funding may be available. Eligibility and criteria apply

#### Employers involved in creating this standard:

CMI, Acivico, Agillsys, Anglo Educational, Balfour Beatty, Barchester Healthcare, Barclays Bank, Boots UK Ltd, BBC, Civil Service, Codegent, Co-op, Evolution Partnership, HMRC, Kinnerton Confectionery, NISA Retail Limited, One Stop, Opus Building Services, Sainsburys, Santander UK plc, Serco, umi Digital / Anglo Educational, Virgin Media, ILM, TUI, Markerstudy, Babcock, Gateshead Council, Lifetime.

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**Apprenticeships & Skills**  
Harrow, Richmond & Uxbridge Colleges

## Modules and Content Summary

Knowledge		What is required?
Interpersonal excellence – managing people and developing relationships	Leading People	Understand different leadership styles and the benefits of coaching to support people and improve performance.
	Managing People	Managing People Understand people and team management models. Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour
	Building Relationships	Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict
	Communication	Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.
Organisational Performance - delivering results	Operational Management	Know how to implement operational/ team plans and manage resources and approaches to managing change within the team
	Project Management	Understand the project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools.
	Finance	Understand organisational governance and compliance, and how to deliver Value for Money
Personal Effectiveness – managing self	Awareness of Self	Know how to be self-aware and understand unconscious bias and inclusivity.
	Management of Self	Understand time management techniques and tools, and how to prioritise activities and approaches to planning
	Decision Making	Understand problem solving and decision making techniques, and how to analyse data to support decision making.
Skills		What is required?
Interpersonal excellence – managing people and developing relationships	Leading People	Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively
	Managing People	Able to build a high-performing team by supporting and developing individuals, and motivating them to achieve
	Building Relationships	Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts
	Communication	Able to communicate effectively (verbal, written, digital), chair meetings & present to team & management. Use of active listening & provision of constructive feedback
Personal Effectiveness – managing self	Operational Management	Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes. Able to adapt to change, identifying challenges and solutions
	Project Management	Able to organise, manage resources and risk, and monitor progress to deliver against the project plan.
	Finance	Applying organisational governance and compliance requirements to ensure effective budget controls
Personal Effectiveness – managing self	Self-Awareness	Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received
	Management of Self	Able to create an effective personal development plan, and use time management techniques to manage workload and pressure
	Decision Making	Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required
Behaviour		What is required?
Takes responsibility		Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations
Inclusive		Open, approachable, authentic, and able to build trust with others. Seeks views of others
Agile		Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs
Professionalism		Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values.