

**train**  
**motivate**  
**inspire**

**TOTAL**  
TRAINING PROVISION

# Team Leader / Supervisor

## Level 3 Apprenticeship Standard

Duration of the Apprenticeship - 16 Months

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 ensure the achievement of 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 are likely to 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.

*Roles/Occupations may include:*

- Supervisor
- Team Leader
- Project Officer
- Shift Supervisor
- Foreperson
- Shift Manager

## Entry requirements

Candidates will be required to undertake initial assessment in Maths and English and achieve a level 1 as a minimum initial assessment outcome.

## Functional Skills

All apprentices will need to undertake Functional Skills in Maths & English at Level 2 as a mandatory part of their Apprenticeship. Apprentices who have achieved GCSE's or A levels in Maths & English A-C will be exempt from having to complete their functional skills with valid proof of their exemption certificates

## Progression opportunities

On successful completion, apprentices may choose to register as associate members of the Chartered Management Institute and / or the Institute of Leadership & Management, to support their professional career development and progression.

## Programme Overview

Apprentices will learn New Skills, Knowledge and Behaviours as part of their job role. Apprentices will benefit from teaching and learning on the job putting their skills into practice. Additionally, apprentices will undertake off the job learning activities and other work-based duties which will contribute to successful completion of their apprenticeship programme.

Apprentices will receive regular visits from their training assessors and have access to learning resources to support their learning and development on and off the job.

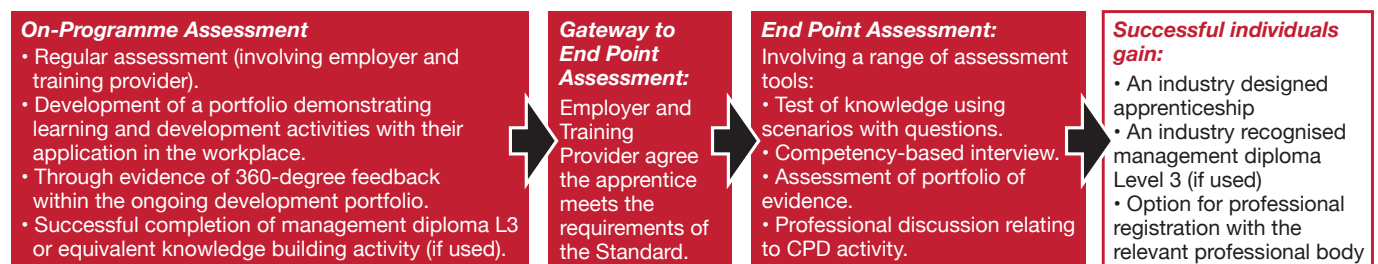
## End Point Assessment

You will need to complete an end assessment to achieve your apprenticeship. The end-point assessment is carried out by an Independent Assessment Examiner, appointed by the assessment organisation, who will observe the apprentice.

It will demonstrate that you can apply your knowledge, skills and behaviours and satisfy the requirements of your apprenticeship. The End Point Assessment requires apprentices to demonstrate they have achieved the standard.

**Key Point:** You may be assessed on any of the knowledge, skills and behaviours that you have learnt throughout your learning journey.

There are Three stages as detailed below:



Assessment Method	Area Assessed	Assessed by	Weighting
Knowledge test using scenarios and questions	Knowledge of leading people, managing people, building relationships, communication, operational management, project management, finance	Independent Assessment Organisation	30%
Structured competency based interview	Knowledge and application of learning relating to leading people, managing people, building relationships, communication, operational management, project management, finance	Independent Assessment Organisation	30%
Assessment of portfolio evidence	Application of knowledge and demonstration of skills and behaviours relating to leading people, managing people, building relationships, communication, operational management, project management, finance, self-awareness, management of self and decision making, taking responsibility, inclusivity, being agile, professionalism	Independent Assessment Organisation	20%
Professional discussion relating to CPD activity	Evidence of CPD, training and personal development activities and how learning was applied to the role and workplace	Independent Assessment Organisation	20%

## End-Point Grading

The final assessment and grading will be undertaken by the Independent Assessor. Marks will be allocated across the areas being assessed, with a maximum possible mark of 100.

The Independent Assessor will award marks based on their assessment of the structured competency-based interview and scenario test, written portfolio, and professional discussion relating to CPD activity.

The marks will be based on how the evidence presented contributes to:

- What the apprentice has shown they can do against the requirements of their job role
- How the apprentice has approached their work and learning, and the way they have completed the task(s)
- Who the apprentice has worked with demonstrating personal and interpersonal qualities they have brought to all their work relationships.

Please contact us for more information:

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