

**Level 3**

**TEAM LEADER/SUPERVISOR APPRENTICESHIP**



**Information Sheet**

This new apprenticeship is a 15 month programme for all bands that are in a first line management role, with operational/project responsibility or responsibility for managing a team to deliver a clearly defined outcome. Key responsibilities are likely to be 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.

Apprenticeships are designed to equip you with the skills and knowledge needed to deliver high quality customer service skills in varied settings that will support your ongoing career development.

**What is involved in studying for this course?**

You will be required to complete a mix of modules. You will demonstrate your knowledge and skills through the collection of evidence e.g. completing assignments, questioning and being observed in the workplace.

Apprenticeship standards set out the essential skills, knowledge and behaviours necessary to be competent in that role.

Subjects covered include:

* Leading people
* Managing people
* Building relationships
* Communication
* Operational Management
* Project Management
* Financial awareness
* Awareness of self
* Management of self
* Decision making
* Communication

**Off the Job learning during your apprenticeship**

You will need to work 30 hours a week or more and 20% of your time during your 15 months apprenticeship must be protected learning time required by the apprenticeship standard with the rest of the time taken up as on the job training.

The protected learning time will be taken up as classroom learning, online learning, research, shadowing, market research, project working, self-learning or directed study. The apprenticeship is delivered against a national standard and at the end there is an independent assessment carried out by an external body according to the assessment laid down in the standard. The apprenticeship must be completed in the time frame also laid down in the apprenticeship standard.

**Apprenticeship delivery**

The 15 month apprenticeship is supported through a mix of classroom and on-line learning. You must have access to a computer and to be willing to develop more advanced computer skills with support from L&D.

You will be allocated a work based tutor to support you throughout the apprenticeship and discuss and agree dates for submission of evidence, course work and dates for tutorials etc. You will work with the work based tutor to review your current skills and find the best way to gain new ones.

You will be given support to achieve Functional skills at Level 2 in English and Maths.

Upon completion of this apprenticeship you will be able to register as an Associate member with the Chartered Management Institute and/or the Institute of Leadership & Management as an Individual member at professional level.