

The Team Leader/Supervisor Level 3 Apprenticeship prepares you with the skills required to develop your career in a business setting. On programme qualification in Leadership & Management are ideal for aspiring professionals taking their first step into line management, or for those with some experience of managing a team.

WHO IS THIS QUALIFICATION FOR?

This qualification is ideal for aspiring professionals taking their first step into line management, or for those with some experience of managing a team in one of the following or similar roles:

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

KEY RESPONSIBILITIES MAY INCLUDE:

- Supporting, managing and developing team members
- Planning and monitoring workloads and resources
- Delivering operational plans and resolving problems
- Building relationships internally and externally

APPRENTICESHIP OVERVIEW:

You will gain the following knowledge and skills:

- Interpersonal Excellence - managing people and developing relationships
- Leading People - for example understand different leadership styles and Metrics develop the skills to support people and improve performance
- Managing People - for example understand people and team management models, team dynamics and motivation techniques and develop skills for setting operational and personal goals
- Building Relationships - for example, understand approaches to customer and stakeholder relationship management and develop skills for effective negotiation and influencing
- Communication - understand different forms of communication and their application and develop the ability and skills to communicate effectively, including chairing meetings

You will develop your ability to:

- Take Responsibility - developing resilience and accountability, as well as determination when managing difficult situations
- Be Inclusive - being open, approachable and able to build trust with others
- Be Agile - developing flexibility, creativity and innovation skills
- Professionalism - being fair, consistent, impartial, open, honest and operating within organisational values

You will learn about key areas such as:

- Organisational performance for results
- Operational management and organisational strategy; learn skills for creating team action plans and organising, prioritising and allocating work
- Project management including project life cycles, managing resources, identifying risks and issues



With this Apprenticeship Standard designed for Team Leaders/Supervisors, participants will learn everything needed to develop team leading and supervisory skills further. More than that, participants will continually practice and embed the new skills in a real work context whilst working and progressing in a team leading/Supervisor role.

- » 12-18 months
- » Functional Skills English and Maths Level 2
- » City and Guilds
- » Eligibility to join the Institute of Leadership and Management

PROGRESSION:

- Level 4 Award, Certificate and Diploma in Leadership and Management
- Level 5 Diploma for Leaders and Managers
- Level 5 Award, Certificate, Diploma in Leadership and Management
- Level 4 in Leadership
- Level 5 Award and Certificate in Leadership