

Working in the private, public or third sector, a **team leader/supervisor** is a first-line management role. They are responsible for managing a team to deliver a clearly-defined outcome.

Key duties 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.

# TEAM LEADER/ SUPERVISOR

**APPRENTICESHIP STANDARD LEVEL 3**

## 15-MONTH COURSE + GATEWAY:

- Leading people
- Managing people
- Building relationships
- Communication
- Operational management
- Project management
- Finance
- Awareness of self
- Management of self
- Decision-making

## ENTRY REQUIREMENTS

No minimum requirements but a grade C in Maths and English GCSE is preferred.

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**NEXT LEVEL**  
Apprenticeships | Skills | Training

Next Level is the Business Development Group of **Reflections Training Academy**

## TEAM LEADER / SUPERVISOR

# COURSE DETAILS

### WORKSHOPS

Workshops are mandatory and will be delivered either virtually or remotely, dependant on the needs and access arrangements for the learner. Where access and facility is limited, alternative arrangements will be made for the learner.

#### KNOWLEDGE

- Awareness and management of self
- Managing people, leading people and building relationships
- Operational management
- Communication
- Decision making and problem-solving
- Project management and finance

#### PRACTICAL MASTERCLASSES

- Managing people, leading people and building relationships  
Appraisals, feedback, setting goals, conflict management, coaching
- Operational Management  
Organisation team meeting, time management, analysing data and report, adapting to change, communication
- Decision making and problem-solving  
Data analysis, escalating issues, teamwork
- Project management and finance  
An initial look at the project expectation for EPA



### ASSESSMENT PLAN

You will need to demonstrate your skills and knowledge. Your assessment plans will be split into three stages:

■ Month 6	Checkpoint 1
■ Month 9	Checkpoint 2
■ Month 12	Checkpoint 3

### END POINT ASSESSMENT

Apprentices access End Point Assessment following a gateway discussion with their employer, tutor and site assessor where entry requirements are discussed, checked and recorded including functional skills at the required level. The End Point Assessment will include the following types of assessment:

- Presentation with questions and answers
- Professional discussion underpinned by a portfolio of evidence

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