

look forward to a

**BRIGHTER
FUTURE
WITH NBC**

Believe It, Achieve It!

TEAM LEADER OR SUPERVISOR LEVEL 3

A Team leader or supervisor is a first line management role, with operational and 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.

Typical job titles: Supervisor, Team leader, Project officer, Shift supervisor, Foreperson, and Shift manager.

What knowledge and skills will the apprentices develop?

Interpersonal excellence – managing people and developing relationships

Leading people

Managing people

Building relationships

Communication

Organisational performance – delivering results

Operational management

Project management

Finance

Personal effectiveness – managing self

Awareness of self

Management of self

Decision making

Behaviours

Inclusive

Agile

Takes responsibility

Duration : Typically this will take 18 months

Apprentices without level 2 English and maths will need to achieve this prior to taking the end point assessment.

On completion, apprentices may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of Leadership and Management, to support their career development and progression.

Cost

This apprenticeship has been allocated a maximum funding band of £4500 which is the anticipated full cost of delivering this standard and the end point assessment. The government will fund 95% of this apprenticeship for 19+ apprentices and 100% for 16-18 year olds for non-levy paying employers.

Delivery

Through on line workshops, classroom delivery and one to one support.

End Point Assessment

The EPA period should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

Presentation with questions and answers

The presentation should provide a summary of their role as a team leader and what they do and how this is relevant to their role and organisation. It should focus on how they tackle current topics and will cover all KSBs assigned to this method. The apprentice will be given their presentation title post gateway by the EPAO. The presentation will be based on one of the following topics:

- Reviewing ways to reduce cost and increase efficiency in a business environment
- Implementing a performance management process within a team or business
- Supporting their team through a period of change within their organisation
- Managing a difficult situation within their team

Professional Discussion underpinned by a portfolio of evidence

This assessment will take the form of a professional discussion. Questioning will assess the KSBs assigned to this assessment method and the apprentice may use their portfolio to support their responses.

