

Team Leader Apprenticeship Standard

Role/Occupation: Team Leader

Level 3



Overview: Managing teams and projects to meet a private, public or voluntary organisation's goals

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, and Shift Manager.

DURATION

The apprenticeship will typically take 12-18 months to complete.

ENTRY REQUIREMENTS

Entry requirements will be determined by individual employers.

ENGLISH & MATHS

Apprentices without Level 2 English or Maths will need to achieve this prior to taking their End Point Assessment.

For those with an education, health and care plan or a legacy statement, the minimum English and Maths requirement is Entry Level 3. For those whose primary language is British Sign Language, BSL qualifications are an alternative to English qualifications.

QUALIFICATIONS

There are no mandatory qualifications for this apprenticeship standard.

LINK TO PROFESSIONAL REGISTRATION

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

COMPETENCIES

Knowledge	What is required
<i>Interpersonal Excellence: Managing People & Developing Relationships</i>	
Leading People	Understand different leadership styles and the benefits of coaching to support people and improve performance Understand organisational cultures, equality, diversity and inclusion
Managing People	Understand people and team management models, including team dynamics and motivation techniques Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour
Building Relationships	Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict Know how to facilitate cross-team work to support delivery of organisation objectives
Communication	Understand different forms of communication and their application Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns
<i>Organisational Performance: Delivering Results</i>	
Operational Management	Understand how organisational strategy is developed Know how to implement operational/team plans and manage resources and approaches to managing change within the team Understand data management, and the use of different technologies in business
Project Management	Understand the project lifecycle and roles Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools
Finance	Understand organisational governance & compliance, how to deliver Value for Money Know how to monitor budgets to ensure efficiencies and that costs do not overrun
<i>Personal Effectiveness: Managing Self</i>	
Awareness of Self	Know how to be self-aware and understand unconscious bias and inclusivity Understand learning styles, feedback mechanisms and how to use emotional intelligence
Management of Self	Understand time management techniques and tools, and how to prioritise activities and approaches to planning
Decision-Making	Understand problem solving and decision making techniques, and how to analyse data to support decision making

Skills	What is required
<i>Interpersonal Excellence: Managing People & Developing Relationships</i>	
Leading People	Able to communicate organisation strategy & team purpose, adapt style to audience Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively

Skills	What is required <i>(Continued)</i>
Managing People	Able to build a high-performing team by supporting and developing individuals, and motivating them to achieve Able to set operational and personal goals and objectives and monitor progress, providing clear guidance and feedback
Building Relationships	Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts Able to input to discussions and provide feedback (to team and more widely), and identify and share good practice across teams Building relationships with customers and managing these effectively
Communication	Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management Use of active listening and provision of constructive feedback

Organisational Performance: Delivering Results

Operational Management	Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes Able to adapt to change, identifying challenges and solutions Ability to organise, prioritise and allocate work, and effectively use resources Able to collate and analyse data, and create reports
Project Management	Able to organise, manage resources and risk, and monitor progress to deliver against the project plan Ability to use relevant project management tools, and take corrective action to ensure successful project delivery
Finance	Applying organisational governance and compliance requirements to ensure effective budget controls

Personal Effectiveness: Managing Self

Awareness of Self	Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received
Management of Self	Able to create an effective personal development plan, and use time management techniques to manage workload and pressure
Decision-Making	Use of effective problem solving techniques to make decisions relating to delivery using information from team and others, and able to escalate issues when required

Behaviours	What is required
Takes Responsibility	Drive to achieve in all aspects of work Demonstrates resilience and accountability Determination when managing difficult situations
Inclusive	Open, approachable, authentic, and able to build trust with others Seeks views of others
Agile	Flexible to the needs of the organisation Creative, innovative and enterprising when seeking solutions to business needs Positive and adaptable, responds well to feedback and need for change
Professionalism	Sets an example, and is fair, consistent and impartial Open and honest Operates within organisational values

ON-PROGRAMME DELIVERY

Each apprentice will be allocated a Coach to support ongoing learning and preparation for End Point Assessment. In addition Progress Reviews will take place regularly to ensure the apprentice is on track.

All apprentices will be invited to attend relevant workshops to support the development of their Knowledge, Skills and Behaviours.

END POINT ASSESSMENT

The EPA consists of four assessment methods:

1. Knowledge test through scenario-based questions
2. Competency-based interview
3. Assessment of portfolio of evidence
4. Professional discussion relating to CPD activity

The EPA will be conducted by an Independent External Assessment Organisation (IEAO).

PROGRESSION

Please talk to us about progression from this apprenticeship.

REALITY CHECK

- Time and support required from the employer to the apprentice during the apprenticeship to include: regular Performance Reviews, relevant off the job training and preparation for the final EPA
- Expectation of significant amounts of study/work from the apprentice in order to meet the requirements of the apprenticeship
- Employer has to be involved in the EPA and provide support and time to the apprentice in preparation for the EPA

COSTINGS

Maximum Funding Band: £4,500

The cost of the apprenticeship will be negotiated with you in line with Government guidelines

Additional Costs:

- Optional - IT Functional Skills Level 2 - £200

PLEASE CONTACT APPRENTICESHIPS@CIRENCESTER.AC.UK FOR FURTHER INFORMATION

TELEPHONE: 01285 626259