

### Who is it accredited by?

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Get Set UK delivers this standard through the Institute of Leadership & Management (ILM) as the preferred End Point Assessment Organisation.

### What is this apprenticeship standard?

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Typically this apprenticeship will take 12 – 18 months.

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.

This apprenticeship has been designed to provide access to development opportunities for as wide a range of individuals as possible. This includes individuals who are at the start of their career in leadership and management and who wish to take their first steps into professional management. It is also appropriate for those in management roles who may already have developed practical experience but who wish to advance their theoretical understanding of management skills.

### What are the entry requirements?

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- Must be 16 or over and working at least 30 hours per week including all training and study time.
- Must be in an occupation relevant to the apprenticeship and hold a contract of employment.
- Must be allowed to use 6 hours a week of their working time to complete off-the-job training

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment and we will support the learner through this programme where necessary.

### What's involved with this apprenticeship standard?

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The apprentices will be required to attend online workshops over the period of their apprenticeships during which they will be able to interact with other learners taking this level 3 Apprenticeship and develop the knowledge required to support their end point assessment.

The learner will be assigned an Learning and Development Mentor who will work with them throughout the qualification to support/mentor/teach and advise and to ensure that they are learning and meeting the requirements of this standard. The majority of this will take place using virtual systems + online meeting. Face-to-face on site visits can also be arranged.

To achieve the qualification they will be required to demonstrate a set of knowledge, skills and behaviours through an end point assessment process carried out by ILM once the employer and the Get Set UK team agree the apprentice has met the requirements.

**The end point assessment** will test the entire standard and comprises of the following elements:

- Assessment of knowledge, skills, behaviours, the apprentice will prepare and deliver a presentation (followed by questions and answers) based on topic(s) covered with the apprenticeship.
- Assessment of competency through a professional discussion which must be appropriately structured to draw out the best of the apprentice's competence and excellence, the apprentice may use their portfolio to support their responses.

A summary of the knowledge, skills, and behaviours that will need to be demonstrated are as follows:

### **Knowledge:**

- Understanding leading styles and the benefits of coaching and support to improve performance.
- Managing people by understanding them, learning about team dynamics and motivation techniques.
- Learn about HR systems and performance management including goals and objectives.
- Understand different forms of communication and their application.
- Organisational performance and delivering results by implementing team plans.
- Understand time management techniques, prioritising and planning.

### **Skills:**

- Support the development of a team through coaching, role modelling values and behaviours.
- Building trust with a team, using effective negotiation and influencing skills, and managing any conflicts.
- Communicate effectively (verbal, written, digital), chair meetings and present to team.
- Use of problem solving techniques to make decisions relating to delivery.

### **Behaviours:**

- Taking responsibility for achievement demonstrating resilience and accountability.
- Flexible to the needs of the organisation.
- Set a professionalism example that is fair, consistent and operates within the organisational values.

For a full breakdown and further information please visit the following website

<https://www.instituteforapprenticeships.org/apprenticeship-standards/team-leader-supervisor/>

## **What's next?**

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For more information on how we can upskill your existing employees using this apprenticeship framework or help you to recruit an apprentice please call 0203 905 6833 or email [info@getsetuk.co.uk](mailto:info@getsetuk.co.uk)