

TEAM LEADER AND SUPERVISOR LEVEL 3 (ST0384/AP03)

OVERVIEW

Team Leaders and Supervisors play an important part in ensuring the success of the UK's Manufacturing and engineering sector. This new standard is suited to apprentices working in a wide range of businesses. This could be working in any type and size of organisation.

The Team Leader and Supervisor Level 3 Apprenticeship Standard provides apprentices with an opportunity to gain the knowledge and skills required to work in a variety of different job roles. Whilst specific responsibilities will vary, the knowledge, skills and behaviours needed will be the same whatever the role.

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.

Team Leaders and Supervisors can be found across all industry sectors and functions including automotive, banking, engineering, food products, IT, property, retail, telecoms etc. Typical roles could include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager

In carrying out the role, Team Leaders and Supervisors will be required to:

- Demonstrate interpersonal excellence in managing people and developing relationships.
- Deliver results through implementing operational/team plans and delivering projects on time and to budget.
- Demonstrate personal effectiveness by responding to feedback, managing their own time and using effective problem-solving techniques.

DURATION

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

ENTRY REQUIREMENTS

Individual employers will set the selection criteria for the applicant.

ON-PROGRAMME LEARNING

Apprentices will be taught by a training provider the knowledge, skills and behaviours (KSB's) required to operate as a Team Leader and Supervisor. The apprentice should collate evidence throughout the duration of their

apprenticeship. This portfolio should include elements of work-based evidence, for example: video/audio extracts; written statements; project plans; reports; minutes; observation reports; presentations; feedback from managers, supervisors or peers; papers or reports written by the apprentice; CPD Log; Personal Development Plan; performance reviews.

END-POINT ASSESSMENT GATEWAY (MANDATORY)

Prior to the End-Point Assessment the apprentice must have completed:

- Level 2 qualifications in English and Mathematics.
- A portfolio, typically including 20 pieces of evidence, with one piece of evidence for each knowledge, skill and behaviour (KSB) that is assessed by the professional discussion

Apprentices will be eligible to be put forward for the end-point assessment after a minimum of 12 months and must have completed a minimum of 20% off the job training.

END POINT ASSESSMENT OVERVIEW

There are two methods of assessment used during the EPA. These are:

- Presentation with questions and answers
- Professional Discussion underpinned by portfolio

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 assessment 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 unit
- Supporting their team through a period of change within their organisation
- Managing a difficult situation within their team

Following this presentation, the assessor will ask questions to enable accurate assessment against the pass/distinction criteria.

Professional Discussion underpinned by log

A portfolio must be submitted in advance of the EPA. This will be reviewed by the assessor in advance of the professional discussion. The independent assessor can use the contents of the portfolio to identify discussion areas for the professional

discussion. This discussion will be a structured discussion between the apprentice and the Independent Assessor, to establish the apprentice's understanding and application of knowledge, skills and behaviours relating to the Apprenticeship Standard. This will be graded pass/distinction.

Please contact us for registration and cost information:

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