

## Team Leader/Supervisor

### Apprenticeship Standard Specification ST0384/AP02

#### 1.1 Occupational profile

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.

#### 1.2 Purpose

This apprenticeship has been designed by a number of varied employers to ensure that both new entrants and those interested in progressing a career in the sector have an opportunity to develop the right skills, knowledge and behaviours. This apprenticeship is a fantastic way of developing these skills whilst learning and gaining experience at work.

At the end of the programme apprentices will be able to:

- manage teams and projects to meet organisations needs
- build relationships internally and externally including with customers
- deliver targets against operational targets
- identify and solve problems
- develop self and others

#### 1.3 Entry requirements

There are no formal entry requirements for apprentices selecting this apprenticeship standard, but may typically be five GCSEs at Grade C or higher. . Employers and training providers must ensure that learners have the potential and opportunity to achieve the apprenticeship standard successfully.

## 1.4 Gateway requirements

Gateway requirements are stipulated by the apprenticeship standard's assessment plan and End-point Assessment Organisation's must ensure that all apprentices have completed and achieved the requirements.

Team Leader/Supervisor apprentices must have exceeded the 12 month Government minimum duration and completed a programme of learning as set by their employer, supported by the appointed training provider. The programme will develop the skills, knowledge and behaviours detailed in the standard.

Apprentices are required to achieve the following mandated qualifications for this standard:

- Level 2 English
- Level 2 Mathematics

Evidence of these two qualifications must be submitted to OAL along with a declaration that the apprentice has met the gateway requirements. Qualification certificates can be submitted at any point once the apprentice has been registered on our Portal. OAL will accept qualification certificates from any awarding organisation.

Apprentices, who have previously achieved their English and/or mathematics as specified above, must submit their qualification certificates to Occupational Awards Limited as evidence of achievement and exemption.

In the main OAL expects evidence to be in the form of the qualification certificate. Where the certificate is not available then a formal transcript or notification of results. Where either a certificate or formal notification of results is not available, but the apprentice has other evidence that may be acceptable, you should contact us directly so we can offer advice on the verification of the evidence.

Apprentices and their employer/training provider should refer to the OAL English and Mathematics Policy for end-point assessment gateway evidence available at [OAL Policies](#) for evidence requirements of English and mathematics achievement.

## 1.5 End-point Assessment (EPA)

End-point assessment for this standard includes a:

- [Knowledge test](#)

The test will be 60 minutes under controlled examination conditions and invigilated by the independent assessor or an individual appointed by the end-point assessment organisation. It can take place in the workplace or at an assessment centre. The test will comprise of 7 scenarios randomly selected that cover the knowledge statements listed against interpersonal excellence and organisational performance. A range of multiple-choice questions will test the apprentices' knowledge in the 7 scenarios. The test is available online or paper-based and is usually taken first.

- [Structured competence-based interview](#)

The structured competence based interview will take place over 45 minutes under controlled conditions. An independent assessor from the end-point assessment organisation will conduct the interview. The interview will typically be carried out using live media such as Skype or alternative media. This is OAL's preference for the conduct of the interview however alternative methods can be used if requested, including face to face.

The interview will test the skills requirements and their application listed against interpersonal excellence and organisational performance. The interview will comprise of 7 structured competence-based questions enabling the apprentice to demonstrate how they evidenced each of the skills statements.

- [Portfolio of evidence](#)

Apprentices are required to submit a portfolio of evidence 5 working days before the date of the booked EPA. It is preferable that an e-portfolio is used however paper based evidence can also be uploaded to the OAL Portal. The portfolio will comprise a collection of the apprentices best evidence gathered during the programme of learning. The evidence must demonstrate the personal effectiveness, skills and knowledge areas and behaviours as listed in the standard.

- [Professional discussion related to CPD activity](#)

The professional dialogue and interview is a structured discussion between the apprentice and their independent assessor. The apprentice will need to prepare evidence on an additional learning or Continuous Professional Development activity undertaken during the apprenticeship.

The Independent Assessor will question the apprentice during the discussion on the objective of the activity, and reflect on the outcome and how learning was gained was applied. The discussion will typically take 30 minutes but no longer than 45 minutes. The interview will typically be carried out using live media such as Skype or alternative media.

This is OAL's preference for the conduct of the interview however alternative methods can be used if requested, including face to face. It is typically carried out immediately after the competence-based interview. The professional discussion has been designed to assess the learning developed during the apprenticeship and does not directly link to the statements in the standard.

End-point assessment will take place at the end of the programme and is designed to test apprentices' skills, knowledge and behaviours independently of learning and qualifications. The apprentice will not be allowed to take the end-point assessment without evidencing completion of these.

Apprentices will be given access to the OAL Apprentice End-point Assessment Handbook once they have been enrolled onto the standard. The Apprentice EPA Handbook sets out the assessment requirements of EPA and the marking criteria on which the apprentice will be marked and graded.

## **1.6 Assessment personnel**

An Independent Assessor appointed by OAL must assess all components of the end-point assessment. An invigilator appointed by OAL must invigilate the knowledge test, this may be an individual from the employer or training provider.

## **1.7 Apprenticeship grading**

The apprenticeship is graded: Fail, Pass, Merit or Distinction.

Results are subject to quality assurance and will be issued every 10 working days to the named training provider. OAL will send results to the Education and Skills Funding Agency in line with guidelines for certification.

An apprentice can retake a component of their EPA if they fail.

## **1.8 EPA fees**

The Team Leader/Supervisor apprenticeship standard attracts a total funding of £5,000. 20% of the total apprenticeship funding is withheld until the EPA has been concluded, this is to encourage completion of the apprenticeship training and mandated qualifications. In respect of this standard this represents the maximum cost of an EPA.

OAL typically charges 20% of the total funding for this standard. However fees are worked out on an individual basis to ensure that employers and apprentices get the best value for money. For approved centres our fees can be found in the online Portal. Non-approved centres should contact us directly for a bespoke quote.

At OAL there are no hidden fees. Our fees are inclusive of all support, documentation and materials. This includes access to our team of experts to support the induction of apprentices, preparation for EPA, handbooks and assessment specifications and materials.

## **1.9 Professional membership**

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.

On completion of the Team Leader/Supervisor Apprenticeship, individuals will be encouraged to undertake on-going CPD. Further development/progression routes will be available, which include higher level qualifications and professional development.

## 1.10 Standard SKB criteria

Knowledge		Assessed by
<b>Interpersonal excellence – managing people and developing relationships</b>		
Leading People	Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.	KT/CBI/ PoE
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.	KT/CBI/ PoE
Building Relationships	Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross team working to support delivery of organisational objectives.	KT/CBI/ PoE
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.	KT/CBI/ PoE
<b>Organisational Performance - delivering results</b>		
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.	KT/CBI/ PoE
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.	KT/CBI/ PoE
Finance	Understand organisational governance and compliance, and how to deliver Value for Money. Know how to monitor budgets to ensure efficiencies and that costs do not overrun.	KT/CBI/ PoE

## Personal Effectiveness – managing self

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	PoE
Management of Self	Understand time management techniques and tools, and how to prioritise activities and approaches to planning	PoE
Decision Making	Understand problem solving and decision making techniques, and how to analyse data to support decision making.	PoE

## Skills

### Interpersonal excellence – managing people and developing relationships

Leading People	Able to communicate organisation strategy and team purpose, and adapt style to suit the audience. Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively.	PoE
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.	PoE
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.	PoE
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.	PoE

### 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.	PoE
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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.	PoE
Finance	Applying organisational governance and compliance requirements to ensure effective budget controls.	PoE
<b>Personal Effectiveness – managing self</b>		
Self-Awareness	Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.	PoE
Management of Self	Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.	PoE
Decision Making	Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.	PoE
<b>Behaviours</b>	<b>What is required (developed and exhibited in the workplace)</b>	<b>Assessed by</b>
Takes responsibility	Drive to achieve in all aspects of work. Demonstrates resilience and accountability.  Determination when managing difficult situations.	PoE
Inclusive	Open, approachable, authentic, and able to build trust with others. Seeks views of others.	PoE
Agile	Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responds well to feedback and need for change.	PoE
Professionalism	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values	PoE

**Key:**

KT – Knowledge test

CBI – Competence based interview

PoE– Portfolio of evidence