

Apprenticeship Standard for Team Leader / Supervisor

Occupation

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 across 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.

Job titles may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.

Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C / 4 or higher.

Course Content & Duration

Theme: Foundations for Excellence

- Principles of Management and Leadership

Theme: Developing Capabilities, Delivering Results, Driving Best Practice

Interpersonal Excellence – Managing People and Developing Relationships

- Managing a Team to Achieve Results

- Building Stakeholder Relationships using Effective Communication

Organisational Performance – Delivering Results (Day to Day Activities)

- Contributing to the Delivery of a Project

- Managing Daily Activities to Achieve Results

- Managing Budgets and Resources

- Managing Data and Information

Personal Effectiveness – Managing Self

- Managing Own Personal and Professional Development



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On Programme

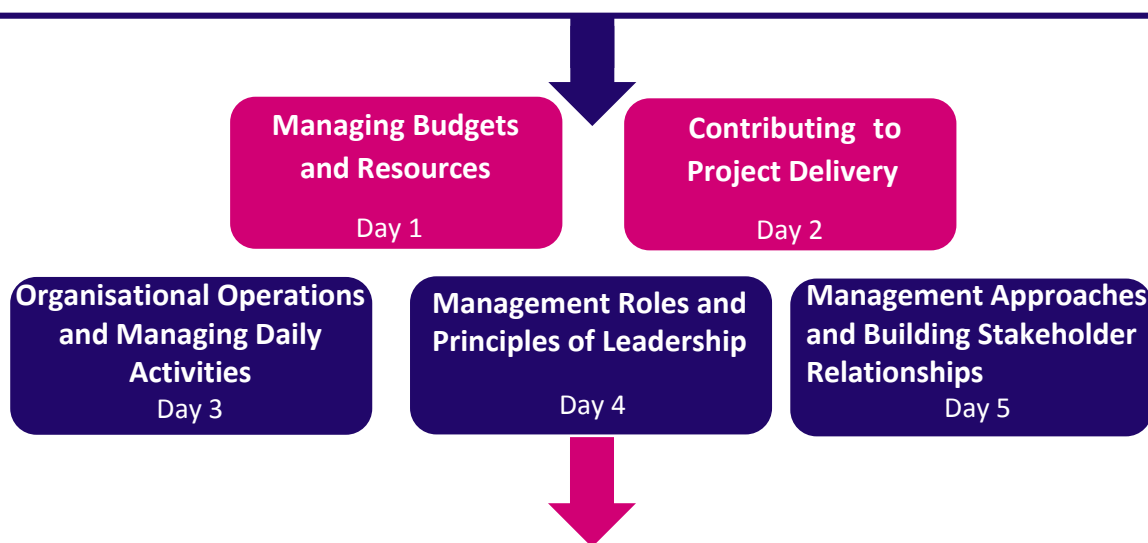
On completion of this course you will have achieved **CMI Level 3 Diploma in Principles of Management and Leadership**. As part of registration you will gain access to Management Direct and 12 month's CMI associate membership (ACMI).

If necessary Heart of England Training will support you with achieving Maths and English through either GCSEs or Functional Skills examinations.

Workshops

We will be delivering the following workshops to complement your qualification.

Dates will be announced on our website: www.hoet.co.uk/management



Gateway

We will also be offering 2 full day workshops and a Mock EPA to prepare you for the End Point Assessment (EPA).

EPA

The EPA will consist of a Knowledge Test, a Formal Interview, a Portfolio, and a review of your CPD log, you will then receive your final grading from the End Point Assessor.

20% Off The Job Training

Heart of England Training will support you in realising 20% off the job training, including our 5 full day workshops, total qualification hours of 396 and offering added value complementary day courses to suit the needs of your business.

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