



Level 3

Team Leader / Supervisor



This programme is designed to equip you with the right knowledge, skills and behaviours needed for all aspects of your management development and will support you in becoming more effective in your current and future roles.

In addition to the training received from your employer during the programme, there will be regular contact from an InterLearn Learning Skills Coach (LSC). The LSC will support you to embed the knowledge you gain during these training sessions and develop your skills and behaviours to ensure you reach your full potential.

During the programme you will receive training and support which will cover a variety of topics and areas of management development. InterLearn has worked with employers from a range of sectors to develop an innovative and exciting programme, which will benefit both you as a leader and the business.

Duration

InterLearn run this programme over a 15-month timeframe.

About the qualification

The Team Leader/Supervisor programme is a nationally recognised qualification. It has been designed and developed by sector professionals, to ensure that the content and learning experience provides you with the knowledge, skills and behaviours required to perform at higher levels within your role. As a result of completing the qualification you may be offered further opportunity, depending on the pathway agreement between InterLearn and your employer. This is a Level 3 programme.

How you will learn

There will be a blended learning approach to this training programme which will consist of a combination of Masterclasses, remote learning through a Virtual Learning Environment (VLE) and Workplace Coach Visits.

What you will learn; our Masterclasses

Our Level 3 Team Leader/Supervisor programme develops your skills and knowledge and provides you with off-the-job training to ensure you remain a highly valued member of the team. The Masterclasses range from your induction and enrolment through to self-awareness, operational management, decision making and principles of communication; 12 in total across as many months, all providing you with the necessary skills to complete your qualification and successfully reach your End Point Assessment.

Am I eligible to take part?

To participate in this programme, aside from being fully committed for the length of the apprenticeship, you must meet the following requirements:

- Living in England, more specifically have been a UK/EEA/EU resident for the last 3 years
- Have a Level 2 in English and Maths or equivalent*
- Be able to meet the programme modules through your job role

*If you cannot provide the required evidence to prove you have already obtained a Level 2 in English and Maths, you will be expected to pass these qualifications before you are able to progress to your End Point Assessment (EPA)

Coming to the end of your programme; the End Point Assessment

Throughout this programme InterLearn will provide you with on-going support and coaching in order to prepare you for your End Point Assessment (EPA), which will be carried out by an independent End Point Assessment Organisation (EPAO).

The InterLearn team will support you in building your Portfolio of Evidence in order to demonstrate learning and development activities and your application of them within the workplace. On-going assessment is carried out throughout the programme in the form of 360-degree feedback and is showcased at EPA.

For your Level 3 Team Leader/Supervisor programme there are 4 elements to EPA:

- Knowledge Test
- Interview
- Portfolio of Evidence
- CPD Log & Professional Discussion

Your commitment to off-the-job training

An important part of this programme is to evidence that you carry out a minimum of 20% of the training 'off-the-job'. This is a requirement of all English Apprenticeships and should be received during your normal working hours – ie your regular paid hours – and relate specifically to your apprenticeship. It can include such things as role playing, lectures, online learning and time spent writing assignments. Examples of off-the-job training for a Team Leader are given below:

- Continuous Improvement Project
- A day in life of / shadow day
- PDP / CPD / Psychometric Assessments
- Competitor Intelligence Research Project
- Branch/Department Swap
- Attend a business conference
- Creating a budget
- Job Swap
- Team Building Weekend
- Away day at another business site (warehouse, processing, call centre etc.)
- SWOT and PESTLE Analysis on the business
- Staff review – succession planning

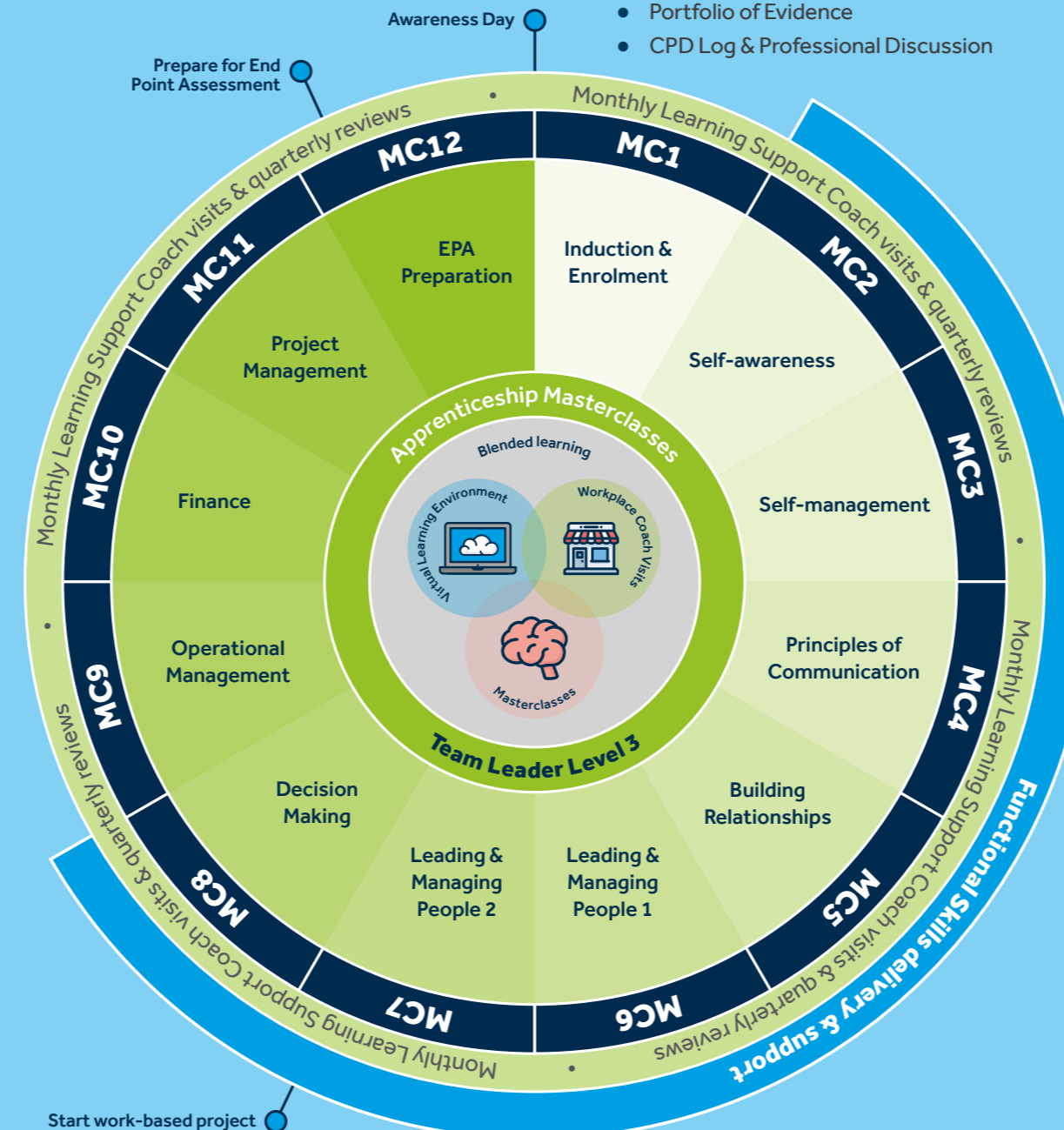
The importance of Functional Skills as part of your Programme

For anyone without Level 2 English and maths it's essential that you achieve this. You will be required to pass these qualifications before proceeding to your End Point Assessment.

Future opportunities; where this qualification is recognised

Below are just a few of the typical job roles which would benefit from the Team Leader/Supervisor programme, demonstrating the broad application of the qualification.

- Supervisor
- Team Leader
- Project Officer
- Shift Supervisor
- Foreperson
- Shift Manager



Knowledge requirements

Interpersonal excellence – managing people and developing relationships

- 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.
- Building Relationships; Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict.
- Communication; Understand different forms of communication and their application.

Skill requirements

Interpersonal excellence – managing people and developing relationships

- Leading People; Able to communicate organisation strategy and team purpose, and adapt style to suit the audience.
- Managing People; Able to build a high-performing team by supporting and developing individuals, and motivating them to achieve.
- Building Relationships; Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts.
- Communication; Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management.

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.

Behaviour requirements

- Takes responsibility; Drive to achieve in all aspects of work. Demonstrates resilience and accountability.
- Inclusive; Open, approachable, authentic, and able to build trust with others. Seeks views of others.

Organisational Performance - delivering results

- Operational Management; Understand how organisational strategy is developed.
- Project Management; Understand the project lifecycle and roles.
- Finance; Understand organisational governance and compliance, and how to deliver Value for Money.

Personal Effectiveness – managing self

- Awareness of Self; Know how to be self-aware and understand unconscious bias and inclusivity.
- 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.

- Project Management; Able to organise, manage resources and risk, and monitor progress to deliver against the project plan.
- Finance; Applying organisational governance and compliance requirements to ensure effective budget controls.

Personal Effectiveness – managing self

- Self-Awareness; 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 the team and others, and able to escalate issues when required.

- Agile; Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs.
- Professionalism; Sets an example, and is fair, consistent and impartial. Open and honest.

What next? 

Sign up! If you like what you've read about the programme, you simply need to **see one of the InterLearn team and enrol. The rest is up to you!** You can also enrol at **signup@interlearn.co.uk**