

Customised



We'll partner with you to customise this apprenticeship so it is specific to your company and industry.

Practical



Providing your learners with the relevant knowledge, skills and behaviours to make an impact.

Blended



A mixture of masterclasses, online learning, coaching and assessment. All designed to engage your learners.

Team Leader/Supervisor

Level 3 Apprenticeship

« Ideal for managers who want to support, manage and develop their team members. »



Team Leader/ Supervisor

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Apprenticeship Programme Overview



If you're looking to upskill your managers and provide them with the **essential and fundamental skills in leadership and management** then our Team Leader/Supervisor Apprenticeship will be a perfect fit.

This is an ideal programme for a Team Leader or Supervisor who is in a **first line management role** responsible for managing a team to deliver clearly defined outcomes or for those with operational and project responsibilities.

Whether 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.

The Team Leader/Supervisor is responsible for providing **direction, instructions and guidance** to ensure the achievement of set goals through 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 programme is **fully customisable**.



At a glance

- ✓ Induction & onboarding
- ✓ 5 Masterclasses
- ✓ Coaching sessions
- ✓ Regular reviews
- ✓ Online learning
- ✓ Unlimited support
- ✓ End point assessment



The average feedback score that we receive for our training courses

What Will Your Employees Improve?



Here's a high level overview of the knowledge, skills and behaviours taken from directly from the apprenticeship standards that your learners can expect to improve on this programme.

Knowledge

- ✓ Leading People
- ✓ Managing People
- ✓ Building Relationships
- ✓ Communication
- ✓ Operational Management



Skills

- ✓ Project Management
- ✓ Finance
- ✓ Awareness Of Self
- ✓ Management Of Self
- ✓ Decision Making



Behaviours

- ✓ Takes Responsibility
- ✓ Inclusive
- ✓ Agile
- ✓ Professionalism



? Did You Know...

This programme is aimed at First Line Managers. We also offer a programme which is ideal for Operations and Department Heads who are responsible for leading teams and/or department objectives. That's a Level 5 blended Apprenticeship Programme.

Apprenticeship Programme Details



Length Of Programme

We'll create a development schedule that aligns with your business requirements and availability of your people. Typically this programme takes between 12 to 15 months to complete.



Entry Requirements

Apprentices will be required to have or achieve level 1 English and Maths and to have taken level 2 English and Maths tests prior to completion of their Apprenticeship.



Need Maths & English Support?

Apprentices will be supported to develop and improve their English and maths skills prior to sitting their Functional Skills exams by our specialist functional skills trainers.



Developing Knowledge, Skills & Behaviours

Achieved through a programme of masterclass workshops, tasks, activities and research. The masterclasses can be delivered face to face or online by our specialist trainers.



Personalised Skills Coaching & Support

Learners will be required to demonstrate their skills, knowledge and behaviours in the work setting. This activity will be supported by one of our experienced skills coaches.



End Point Assessment

Throughout their apprenticeship journey your apprentices will be given support to develop their understanding and approach to completing their end point assessment.

Programme Structure

Designed in a way that will maximise the performance of each learner



Learning the theory of a topic is great but it's what the learner does to **embed the learning** and actually use it, that matters most. All **learning is reinforced** with ongoing coaching, online resources and off-the-job activity to bring it all to life. Each part of the programme supports the learner to apply their knowledge and skills via **INTENT – IMPLEMENT – IMPACT**.

♥ What did they plan to change? ♥ What did they change and how? ♥ What impact did it make?



Onboarding & Induction

Initial workshop and event about the programme and how to get a high grade.



Skills Individual Learning Plan

Creation of a pre-programme learning and development plan. Includes goal setting and actions.



5 x 1-Day Masterclasses

Practical and engaging. Can be classroom based or delivered virtually. Run by best in class trainers.



Regular Coaching Sessions

One to one development with a designated skills coach. Covers skills and an assessment progress review.



Digital Learning

To take in-between masterclasses and to help embed the learning. Self-study and in the flow of work resources.



Off-The-Job Training

20% of the learner's total working hours is used for "off-the-job" learning and development activities.



Ongoing Reviews

Held between the learner, employer and skills coach to monitor progress and to make any adjustments.



Support & Help

Our designated skills coaches will always be on hand to help your learners throughout the programme.



End Point Assessment

End of programme assessment. Consists of activities like observations, evidence, tests and discussions.



Apprenticeship

Learners gain a pass, merit or distinction from their end point assessment based on their results.

Customised Blended Programmes

Your programme will be unique and designed in a way that gets the best out of your people



We'll work with you to create a unique programme for each of your learners. This can include face to face training, LIVE webinars, online training, action learning sets, work based projects, coaching and microlearning.

Our solutions are flexible and focused on results. What's right for one client may not be the best approach for your people so we will work together to determine the best design of your programme to maximise the results.



**Face to Face
Masterclasses**



**LIVE Virtual
Workshops**



Digital Learning



Coaching



Assessments



Self-Directed Learning



**Action Learning
Sets**



**Peer to Peer
Coaching**



**Work Based
Project**



**Flipped
Classroom**

Core Programme Of Masterclasses

Whether face to face or virtual, these 5 masterclasses underpin the programme



We don't provide "chalk and talk" courses delivered by the same trainer throughout. Instead, we create **engaging and practical masterclasses** where we use **best in class, hand picked specialist trainers, experts and guest speakers** to develop and deliver each workshop.

At the core of this programme are the following 5 masterclasses. Delivered either face to face in the classroom, as LIVE virtual sessions or blended.

- 1 Leading and Managing People
- 2 Building Relationships | Communication
- 3 Operational Management
- 4 Project Management and Finance
- 5 Awareness of Self | Feedback



Masterclass Overview

Here are the overall topics and areas covered within each masterclass.



The following topics will be covered before, during and after each masterclass and as part of the off-the-job learning.



Masterclass 1

Leading and Managing People

- Leadership v Management
- Leadership styles and their application
- Coaching techniques for high performance
- Understanding culture, diversity and inclusion
- People and team management models
- Team dynamics and motivation
- Understanding HR systems and legal requirements
- Managing performance



Masterclass 2

Building Relationships and Communication

- Understanding customer and stakeholder management
- Different forms of communication and their application
- How to chair effective meetings
- Handling challenging conversations
- How to give and receive feedback
- How to facilitate cross team working



Masterclass 3

Operational Management

- Understanding organisational strategy
- How to implement operational/ team plans
- Managing resources
- Leading through change
- Understanding and using data and technology
- Organising, prioritising and allocating work

✓ Specialist Trainer ✓ Engaging ✓ Practical ✓ Customised ✓ Face to Face or Virtual

Masterclass Overview

Here are the overall topics and areas covered within each masterclass.



The following topics will be covered before, during and after each masterclass and as part of the off-the-job learning.



Masterclass 4

Project Management | Finance

- How to deliver a successful project
- Understand the project lifecycle and roles
- Managing resources, identifying risks and issues
- How to use relevant project management tools
- Understand organisational governance and compliance
- How to deliver 'Value for Money'
- Monitoring budgets to ensure efficiencies and cost control
- Applying organisational governance and compliance to ensure effective budget controls



Masterclass 5

Awareness of Self | Feedback

- What is self-awareness?
- Understanding unconscious bias and inclusivity
- Learning styles and their application
- Effective time management techniques and tools
- Emotional intelligence – what is and how to improve it
- How to create an effective personal development plan

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Progress Reviews & End Point Assessment



Ongoing Reviews

As part of this programme your learners will receive regular coaching sessions. This will develop their knowledge, skills and behaviours further and also ensure that they're on track for passing the apprenticeship through tailoring the learning and development to each individual. Evidence of their development will be collated and stored within their e-learning account. This will allow their coach to review the skills and knowledge they have learnt and continually tailor their individual learning plan to their training needs.

Gateway

Before each learner is able to progress to the End Point Assessment (EPA) both you (employer) and their coach will ensure that they have the sufficient levels of knowledge, skills and behaviours required to pass - this is known as Gateway.

Once everyone is in agreement that the learner is ready, they can then progress to the End Point Assessment.

End Point Assessment

All apprenticeships contain a compulsory end of programme assessment which is called an End Point Assessment (EPA).



Assessment

Assessment methods (or components of) can be:

- ✓ Observations
- ✓ Practical Assessments
- ✓ Tests
- ✓ Discussion
- ✓ Interview
- ✓ Presentation & questioning
- ✓ Project
- ✓ Evidence Portfolio
- ✓ Logbooks

How Much Does This Apprenticeship Cost?

Team Leader/Supervisor Level 3



**For Levy
Employers**

£4,500 per person



**For Non-Levy
Employers (SMEs)**

£225 per person
(you receive 95% funding)

Each learner receives

- ✓ Onboarding & Induction
- ✓ 5 x 1-Day Masterclasses
- ✓ Digital Learning
- ✓ Ongoing Reviews
- ✓ End Point Assessment
- ✓ Skills Individual Learning Plan
- ✓ Regular Coaching Sessions
- ✓ Off-The-Job Training
- ✓ Support & Help
- ✓ Apprenticeship



Enquire today



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