

## 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



Select how you want your programme to run. Workshops, virtual, coaching, self-study or mix and match.

# Team Leader/Supervisor

## Level 3 Apprenticeship

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



# Team Leader/ Supervisor

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



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# Apprenticeship Programme Overview



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

This programme provides all of the **essential knowledge, skills and behaviours** that are required to be a successful modern-day manager.

Our programmes are not chalk and talk! We can **customise the style, the format and the delivery of the programme** to suit your organisation – it will be a complete bespoke solution so your learners and organisation achieve real, tangible benefits from it.

Some of our employers prefer face to face workshops, others prefer virtual sessions and some prefer the programme to be delivered as action learning sets. You can combine all three or add virtual coaching, self-study and online learning into the mix!

We'll work with you to determine what is best for you.

This programme is **fully customisable**.



## At a glance

- ✓ Induction & onboarding
- ✓ Blended Learning
- ✓ 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 blended delivery mix that is right for your organisation - workshops, virtual, coaching, self-study & action learning sets. Or mix and match.



## 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.



## Practical Learning Events

These can consist of workshops, masterclasses, virtual training, action learning sets, projects or coaching.



## 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 learning events 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 Content Outcomes

Here are the overall topics covered across the programme.



## Learning Styles

- Informal and formal learning
- Learning styles models
- Learning agility



## Leadership Styles & Cross-Teams

- Leadership styles models and theories
- Facilitating cross-team working
- Effective delegation



## Developing Self-Awareness

- Emotional intelligence
- Unconscious bias
- Dimensions of diversity



## Team Building & Development

- Building trust
- Coaching and role modelling
- Influencing and negotiation skills



## Organisational Culture & Strategy

- Inclusion and diversity
- Organisational strategy
- Organisational values



## Building A High-Performance Team

- Motivation.
- Management models
- Team building techniques



## Managing Self

- Time management
- Prioritising skills
- Seeking and receiving feedback



## Change Management

- What drives change?
- Common blockers and challenges
- Change management models



## Communication

- Interpersonal skills
- Barriers to communication
- Providing constructive feedback



## Problem- Solving & Decisions

- Problem-solving techniques
- Decision-making techniques
- Resilience and accountability



## Building Relationships

- Rapport building techniques
- Emotional intelligence
- Conflict management



## Organisation Governance & Finance

- Organisational governance and compliance
- Performance management techniques
- Delivering value for money



## Project Management

- The project lifecycle
- Project management roles and tools
- Managing risks and resources



## End Point Assessment Preparation

- Planning and preparation
- Practice and techniques
- One on one help and guidance



# 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
- ✓ Customised Programme
- ✓ 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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