

## 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

For Cohorts or  
Individual Learners

« 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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### Did you know?

We can run this as an in-house training programme for a cohort or we can use our eco-delivery model and run the programme completely through virtual training and virtual coaching enabling us to run the programme for individual learners.

# Apprenticeship Programme Overview



## Who Is This Programme For?

This **12-month programme** is ideal for Team Leaders, Supervisors and Managers who need to **support, manage, and develop their people**.

It will cover all the **essential knowledge, skills and behaviours** that are required to be a successful modern-day manager and is ideal for those who have had little or no formal management and leadership training in the past.

## What Will You Learn?

Being an effective manager is **far more than just managing workloads** and tasks. Instead, it's all about people and delivering results through others.

This programme will provide you with a **toolkit of people management skills** so you can manage their performance more effectively and develop their skills. You'll be able to understand how they tick so you can manage problems more effectively and build productive working relationships with everyone.

You'll develop skills so you can become an **inspirational leader** building a high level of trust and acting as a role model for your team to follow.



### At a glance

- ✓ Individual training needs analysis
- ✓ Monthly coaching sessions
- ✓ Role-based tasks and activities
- ✓ Online and blended learning
- ✓ Real-world projects
- ✓ Tangible outputs and impacts
- ✓ End Point Assessment



## Excellent

Rated Excellent by our employers

# How Is The Programme Delivered?

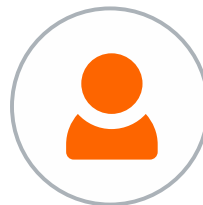


## We Offer 2 Delivery Routes



### Cohort Delivery

In-house, customised delivery for a number of you from the same company. Choose from face to face, virtual and online delivery methods.



### Individual Learner

Monthly 2 hour virtual training and coaching sessions for individual learners. Flexible, remote learning that is personalised to your role.

## Cohort Delivery Options Can Include



### 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

# What Will Learners Improve?



Here's a high level overview of the knowledge, skills and behaviours taken from directly from the apprenticeship standards that 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.



# 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

# 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.

# Progress Reviews & End Point Assessment



## Ongoing Reviews

As part of this programme 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

#### Duration

Typically, this programme will take 12 months.

#### Eligibility

Learners without level 2 English and Maths will need to achieve this level prior to taking the end point assessment.



Education & Skills  
Funding Agency

### Enquire today



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