

## **Team Leader Supervisor Apprenticeship Level 3**

Study Mode: Full Time, Work Based Learning

### **Is this course right for me?**

A team leader/supervisor manages teams and projects and provides direction, instructions and guidance to ensure the achievement of a private, public or voluntary organisation's set goals.

This is a first-line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome.

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.

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.

Roles/occupations may include supervisor, team leader, project officer, shift supervisor, foreperson, and shift manager.

### **Entry Requirements**

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

## What will I learn?

- Understanding different leadership styles, coaching, organisational culture, equality, diversity and inclusion.
- Understanding team management, motivation, performance management, HR basics, goal-setting, feedback, and recognising achievement.
- Understanding how to build relationships with customers and stakeholders, use emotional intelligence, manage conflict, and support cross-team working.
- Awareness of communication methods, how to chair meetings, hold difficult conversations, raise concerns and give constructive feedback.
- Understanding how organisational strategy is developed, how to implement team plans, manage resources, support change, and use data and technology effectively.
- Understanding the project lifecycle, roles, tools, resource management, and risk management.
- Understanding governance, compliance, value for money, and how to monitor budgets.
- Awareness of self-awareness, unconscious bias, emotional intelligence, learning styles and feedback mechanisms.
- Understanding time management techniques, prioritisation and planning.
- Understanding problem-solving and decision-making techniques and how to analyse data to support decisions.
- Communicating organisational goals and team purpose, adapting style, coaching others and supporting change.
- Building high-performing teams by developing and motivating people, setting objectives, monitoring progress and giving feedback.
- Building trust, negotiating, influencing, managing conflict, sharing good practice, and managing customer relationships.
- Communicating effectively in verbal, written and digital formats, chairing meetings and presenting confidently.
- Delivering operational plans, prioritising and allocating work, adapting to change and producing reports using data analysis.
- Planning and managing projects, using project tools, monitoring progress, managing risks and taking corrective action.
- Applying governance and compliance to ensure effective budget control.
- Reflecting on performance, acting on feedback and making improvements.
- Creating personal development plans and using time management to handle workload effectively.
- Using problem-solving techniques to make informed decisions and escalating issues where needed.

Taking responsibility, being resilient, accountable and determined when facing challenges.

- Being open, inclusive, approachable and building trust while valuing others' views.
- Being flexible, creative, innovative and adaptable, responding positively to change.
- Acting professionally with fairness, honesty and consistency, aligned to organisational values.

## **What skills will I gain?**

## **How will I be assessed?**

During the duration of the training the college will provide expert tuition for the apprentice from highly trained staff.

A qualified assessor – allocated to the apprentice – will provide an induction, regular assessments and ongoing progress reviews in the workplace.

## **What can I do next?**

Completion of the programme will enable candidates to progress to:

- Associate project management apprenticeship
- Leadership and management apprenticeship (Level 5)
- HNC, HND or degree

## **Delivery**

**Location:**

**Start Date:**

**Day:**

**Time:**

**Course Fee:**

**Course Code:** AP0068

**Study Mode:** Full Time, Work Based Learning



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