

Team Leader/ Supervisor Level 3 Advanced Apprenticeship

Qualification aims/objectives/suitability

A team leader/supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. 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 may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson and Shift Manager.

Functional Skills

Apprentices without English or Maths at Level 2 must achieve this prior to taking the end point assessment.

Course Content includes:

- Organisational Performance – delivering results
- Interpersonal Excellence – managing people and developing relationships
- Personal Effectiveness – managing self

Qualification

Level 3 Diploma – Team Leader/Supervisor

Duration

Typically 12 months

Venue

The course will be delivered and supported in the workplace and by the training provider.

If functional skills are required this may be delivered in the workplace or with the training provider.