TEAM LEADER/SUPERVISOR
LEADERSHIP & MANAGEMENT - LEVEL 3

Working as a team leader or supervisor you'll be in a first line management role with responsibilities to manage a team to achieve the company targets. You'll be responsible for providing direction, instructions and guidance to take your team to the top.

This professional development programme is most suited to you if you are working in a supervisor/team leader role, such as:
- Supervisor
- Team Leader
- Shift Manager
- Foreperson

ABOUT THE PROGRAMME

This professional development programme will enhance and hone your knowledge in:
- Leading and Managing People
- Building relationships
- Communication
- Organisational Performance
- Personal Effectiveness

You will be marked and assessed on your competency and ability to put your knowledge into practice. The units are broken down below:

- **Leading and Managing People:** You'll understand different leadership styles and the benefits of coaching to support people. You'll also learn about HR systems and legal requirements, performance management techniques, reviewing performance, absence management and recognising achievement and good behaviour.

- **Building Relationships:** You'll understand approaches to customer and stakeholder relationship management and be able to facilitate cross team working.

- **Communication:** You'll understand different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns

- **Organisational performance:** This unit focuses on delivering results and encompasses operational strategy, monitoring budgets, managing resources and data and project management.

- **Personal Effectiveness:** You will be become a strong self-manager and be able to understand time management techniques and how to prioritise activities, you'll build your planning skills and begin to understand learning styles, feedback mechanisms and how to use emotional intelligence.

You will also be marked on the skills that you have acquired during your professional development programme:

- You'll show that you can build a high performing team by supporting and developing your staff.
- You'll show that you can effectively manage a budget, manage resources and monitor progress against a project plan.
- You show you can build trust with and across the team, using effective negotiation and influencing skills, and manage any conflicts.
- You'll demonstrate the ability to use relevant project management tools, and take corrective action to ensure successful project delivery.
- You'll be able to reflect on your own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.

ENGLISH AND MATHS
Level 2 English and Maths will need to be passed, if not already, prior to taking the end point assessment.

PROFESSIONAL RECOGNITION
On completion, you may choose to register as an Associate member with the Chartered Management Institute and/or the Institute of Leadership & Management, to support your professional career development and progression.

LENGTH OF PROGRAMME
It will take an average of 12-18 months to complete this professional development programme.

PROGRAMME DELIVERY
You will receive dedicated time with your tutor through 1 to 1 coaching, group training sessions and remote support via e-mail, phone and Skype as required. Specific programme delivery will be agreed between your employer, Babington Group and your line manager. All physical and digital course materials will also be provided, enabling you to learn anytime, anywhere.

MAXIMUM FUNDING BAND
£5,000
For Levy paying employers, the full cost of the training and assessment can be covered. For non-Levy paying employers, they may be required to contribute up to 10% of the cost of training and assessment.

Skills Gap Analysis

Programme: Team Leader

Programme Elements	
Team Leader/Supervisor Apprenticeship	The Team Leader/Supervisor Apprenticeship is for someone who can take responsibility for managing a team or discrete project. They can support, manage and develop team members, manage projects, plan and monitor workloads and resources. They can take responsibility for delivering operational plans, resolving problems, and building relationships. It is applicable to professional team leaders, first line managers and supervisors from all sectors - the private, public or third sector - and all sizes of organisation. It will typically take up to 18 months to complete, although the exact duration will be dependent on the previous experience of the individual.
Functional Skills in Mathematics	Learners will complete Functional Skills in Maths. Assessments are designed to measure the competent application of skills within real-life scenarios. Assessments are task based with no portfolio to complete. Learners will need to work towards Level 2 Functional Skills and achieve before completing the Apprenticeship. These can be completed on-screen, offline or paper-based. Completion of Functional Skills may not be required where evidence of a current transferable skills qualification exists e.g. GCSE.
Functional Skills in English	Learners will complete Functional Skills in English. Assessments are designed to measure the competent application of skills within real-life scenarios. Assessments are task based with no portfolio to complete. Learners will need to work towards Level 2 Functional Skills and achieve before completing the Apprenticeship. These can be completed on-screen, offline or paper-based. Completion of Functional Skills may not be required where evidence of a current transferable skills qualification exists e.g. GCSE.
Duration	15 - 18 Months

Entry Requirements	
Prior Attainment	This apprenticeship has been designed to provide access to development opportunities for as wide a range of individuals as possible. This includes individuals who are at the start of their career in leadership and management and who wish to take their first steps into professional management. It is also appropriate for those already in management roles who may already have developed practical experience but who wish to develop their theoretical understanding of management skills.
Job Role Duties	Roles/occupations may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager 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.

Off the Job Training	It is expected that Apprentices spend 20% of the total duration of their programme undergoing off the job training. Off-the-job training is defined as learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship. This can include training that is delivered at the apprentice's normal place of work but must not be delivered as part of their normal working duties. Off the Job training may include all the following (non-exclusive) activities: • Individual and Group teaching • Practical training; shadowing; mentoring; industry visits and attendance at competition • Coaching • Distance learning • e-learning • Feedback and Assessment • Guided study • Learning with peers/networked or collaborative learning Apprentices may be required to attend their nearest accredited centre to undertake examinations.
On the job Training	On the job guided learning hours refers to the time taken to develop the practical skills applied in the context of a job role. It can be seen as the time the apprentice spends being guided whilst undertaking normal activities as part of their job role, and which provide opportunities to learn, develop and practice skills.
Progression Opportunities	On completion, apprentices may choose to register as Associate members with the Chartered Management Institute and/or the Institute of Leadership & Management, to support their professional career development and progression.

An apprenticeship is a genuine job with an accompanying skills development programme. Through their apprenticeship, apprentices gain the technical knowledge, practical experience and wider skills they need for their immediate job and future career. The apprentice gains this through a wide mix of learning in the workplace, formal off-the-job training and the opportunity to practise new skills in a real work environment.

Apprentices must have a job role (or roles) with an employer that provides the opportunity for them to gain the knowledge, skills and behaviours needed to achieve their apprenticeship.

For Babington to access funding from an employer's digital account or from government-employer co-investment we must assess that it is the most appropriate learning programme and have evidence that the apprentice is either in a new job role or if in an existing job role, there is a need for significant new knowledge and skills.

By completing the Skills Gap Analysis below this will support Babington in ensuring that the apprentice is suitable and eligible for programme.

Scoring Rules

Yes: Indicates you are fully confident in your skills, knowledge and behaviours regarding the unit and/or learning outcome.

Requires further development: Indicates you have some skills, knowledge and behaviours regarding the unit and/or learning outcome, but require further support and development as part of your On or Off the Job Training.

No: Indicates you have no skills, knowledge and behaviours regarding the unit and/or learning outcome, and should this unit be chosen, could be completed as part of your Off the Job Training.

Knowledge

Modules	Learning Outcome	Can the learner demonstrate good levels of knowledge in this unit?		
		Yes	Requires further development	No
Interpersonal excellence – managing people and developing relationships	Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.			
	Understand people and team management models, including team dynamics and motivation techniques. Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.			
	Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross team working to support delivery of organisational objectives.			
	Understand different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.			
Organisational Performance - delivering results	Understand how organisational strategy is developed. Know how to implement operational/team plans and manage resources and approaches to managing change within the team. Understand data management, and the use of different technologies in business.			
	Understand the project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and			

	issues, using relevant project management tools.			
	Understand organisational governance and compliance, and how to deliver Value for Money. Know how to monitor budgets to ensure efficiencies and that costs do not overrun.			
Personal Effectiveness – managing self	Know how to be self-aware and understand unconscious bias and inclusivity. Understand learning styles, feedback mechanisms and how to use emotional intelligence			
	Understand time management techniques and tools, and how to prioritise activities and approaches to planning			
	Understand problem solving and decision making techniques, and how to analyse data to support decision making.			

Skills

Unit Title	Learning Outcome	Can the learner demonstrate a good level of skill in this unit?		
		Yes	Requires further development	No
Interpersonal excellence – managing people and developing relationships	Able to communicate organisation strategy and team purpose, and adapt style to suit the audience. Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively.			
	Able to build a high-performing team by supporting and developing individuals, and motivating them to achieve. Able to set operational and personal goals and objectives and monitor progress, providing clear guidance and feedback.			
	Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts. Able to input to discussions and provide feedback (to team and more widely), and identify and share good practice across teams. Building relationships with customers and managing these effectively.			
	Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management. Use of active listening and provision of constructive feedback.			
Organisational Performance – delivering results	Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes. Able to adapt to change, identifying challenges and solutions. Ability to organise, prioritise and allocate work, and effectively use resources. Able to collate and analyse data, and create reports.			
	Able to organise, manage resources and risk, and monitor			

	progress to deliver against the project plan. Ability to use relevant project management tools, and take corrective action to ensure successful project delivery.			
	Applying organisational governance and compliance requirements to ensure effective budget controls.			
Personal Effectiveness – managing self	Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.			
	Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.			
	Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.			

Behaviours

Unit Title	Learning Outcome	Can the learner demonstrate good behaviours in this unit?		
		Yes	Requires further development	No
Takes responsibility	Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.			
Inclusive	Open, approachable, authentic, and able to build trust with others. Seeks views of others.			
Agile	Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responds well to feedback and need for change.			
Professionalism	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values.			

Results of the Skills Gap Analysis	Scores		
	Yes	Requires further development	No
Totals:			
Score Percentage:			
Do the above results show that the learner requires further development or above on at least 50% of criteria? Any score above 50% demonstrates the learner requires significant development in their skills, knowledge and behaviours.	Yes ☐		No ☐

Learner Name:	
Learner Signature:	Date:
Provider Name:	
Provider Signature:	Date: