



TEAM LEADER/SUPERVISOR LEVEL 3

EMPLOYER COSTINGS

[www.craven-college.ac.uk/
apprenticeship-costings](http://www.craven-college.ac.uk/apprenticeship-costings)

DURATION & ATTENDANCE

18 months - Day release

START DATES

Roll on roll off

END ASSESSMENT

End Point Assessment
Observations

QUALIFICATION

Level 2 Apprenticeship Standard Team
Leader/Supervisor

WAGES

[www.gov.uk/apprenticeships-
guide/pay-and-conditions](http://www.gov.uk/apprenticeships-guide/pay-and-conditions)

OVERVIEW

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/Occupations may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.

ENTRY REQUIREMENTS

- Ideally candidates will have 5 GCSEs grade 9-4 (A*-C) including English and Maths

KNOWLEDGE

- Leadership styles & the benefits of coaching
- People & team management models
- Customer & stakeholder relationship management
- Communication & their application
- How organisational strategy is developed
- Project lifecycle & roles
- Organisational governance & compliance
- Time management techniques & tools
- Problem solving & decision making techniques

SKILLS

- Communicate organisation strategy & team purpose
- Build a high-performing team by supporting & developing individuals
- Building trust with & across the team
- Communicate effectively
- Organise, manage resources & risk
- Ensure effective budget controls
- Reflect on own performance
- Create an effective personal development plan
- Effective problem solving techniques to make decisions

BEHAVIOURS/ATTITUDE

- Drive to achieve in all aspects of work
- Demonstrates resilience & accountability
- Determination when managing difficult situations
- Open, approachable, authentic, & able to build trust with others
- Flexible to the needs of the organisation
- Sets an example, and is fair, consistent and impartial

To find out more about this qualification please contact: Craven College Apprenticeships Team on: **01756 693 680** or email: apprenticeships@craven-college.ac.uk