
**Team Leader/
Supervisor
Apprenticeship**
**What you need
to know**



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ILM – your ultimate Management Apprenticeship partner

ILM is the UK's leading specialist provider of leadership and management apprenticeships – last year, we qualified over 14,000 management apprentices – seven times more than any other management body. Combined with our expertise in the development of apprenticeship standards, this makes us the first choice for training providers and

employers who are looking to engage with reformed apprenticeships. With our expert team of assessors, we are ideally placed to offer End Point Assessment. No organisation is better qualified to provide you with the end-to-end services required to deliver world-class apprenticeships in leadership and management.

New Management Apprenticeship Standards

Currently there are two types of apprenticeships in England – 'frameworks' and 'standards'. Framework apprenticeships are being phased out and replaced with employer-designed Apprenticeship Standards, which are sometimes referred to as 'Trailblazers'.

The Level 3 Team Leader/Supervisor Apprenticeship is one of these new Trailblazer standards and has been designed by a group of employers, including Serco, Co-Op and the BBC. ILM has worked alongside these employers to advise on the development of the Standard and associated Assessment Plan.

Standards and assessment plans

Employer groups are required to produce two key documents which must be approved by the Department for Education (DfE) before a Management apprenticeship standard can go live: The Standard is a two-page document which outlines the occupation and the knowledge, skills and behaviours required for competence.

The Assessment Plan describes the features of the End Point Assessment which apprentices must successfully complete in order to be awarded their apprenticeship certificate. The Standard and Assessment Plan for this apprenticeship can be downloaded [from the ILM website](#).

The Team Leader/ Supervisor Apprenticeship

Who is it for?

The Team Leader/Supervisor apprenticeship is suitable for individuals who are working in a first line management role.

Key responsibilities may include:

- Supporting, managing and developing team members
- Managing projects
- Planning and monitoring workloads and resources
- Delivering operational plans
- Resolving problems
- Building relationships internally and externally

Occupations may include:

- Supervisor
- Team Leader
- Project Officer
- Shift Supervisor
- Foreperson
- Shift Manager

Key facts

Level

This is a Level 3 apprenticeship.

Duration

The recommended duration of the apprenticeship is 12-18 months. Apprentices cannot undertake End Point Assessment until they have been on programme for a minimum of 12 months.

Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

Maths and English

Apprentices will need to achieve Level 2 in English and Maths prior to taking their End Point Assessment. Additional funding is available for the delivery of these subjects, which is available as part of ILM's Management Apprenticeship Standard packages.

Delivery

There are three key stages to the delivery of the apprenticeship:

- On Programme
- Gateway
- End Point Assessment

On Programme

This is the substantive part of the apprenticeship and includes both on-the-job and off-the-job training and assessment. Throughout this stage, the apprentice will develop the skills, knowledge and behaviours outlined in the two-page Standard. It is important that quality checks are built in to ensure full coverage of the Standard.

While it is not mandatory to deliver a qualification as part of the apprenticeship, it is recommended that you do so. The employer group which designed the Standard recommends a Level 3 Management qualification equating to a minimum of 37 credits or 370 hours total qualification time (TQT). We have mapped the ILM Level 3 Diploma in Management, selecting appropriate units to ensure 100% coverage of the skills and knowledge within the Standard.

Mapping documents are available as part of the [ILM Management Apprenticeship Standards toolkit](#).

One of the key features of the Management Apprenticeships standards is flexibility. Providers and employers now have more choice in how they deliver the On Programme component of the apprenticeship. A blend of qualifications, resources and employer/provider-designed support materials can be used to deliver bespoke apprenticeship programmes that meet the needs of every type of employer. Please speak to ILM about building a package that works for you.

ILM Resources

Writing management apprenticeship programmes to the new standards? Bring apprenticeship learning to life with ILM's innovative new digital learning and assessment platform - [SOLAR](#)

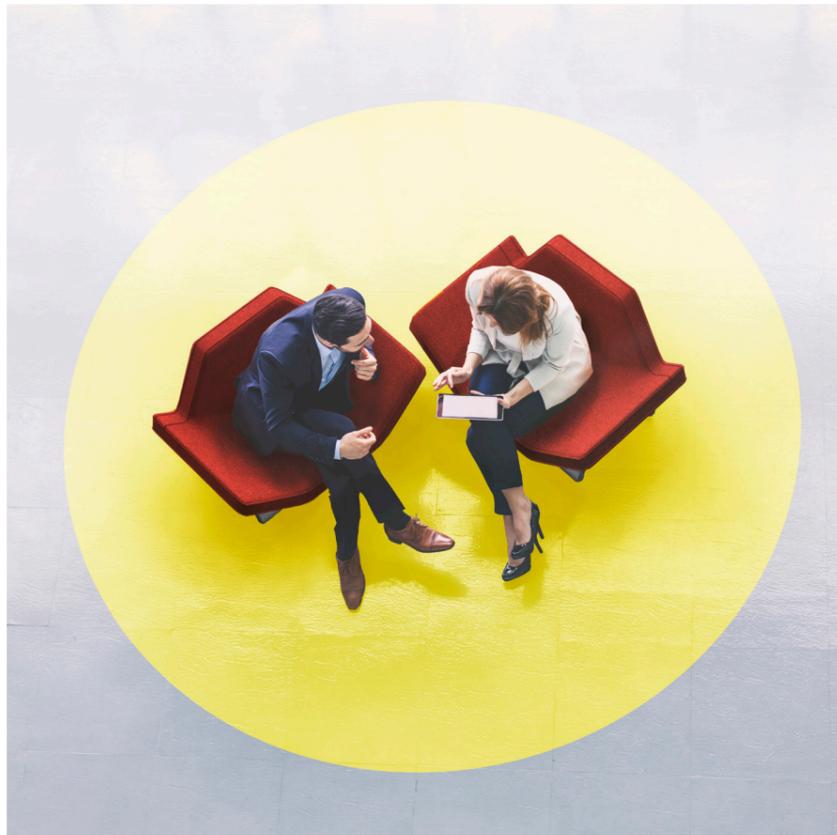
Gateway

The Gateway is the opportunity for the provider and employer to sit down and agree whether or not the apprentice is ready to take their end-point assessment. The structure for the Gateway Assessment is not defined within the Assessment Plan, so it's important that you agree how this will look. We advise that you do this at the start of the apprenticeship, so that you have clearly defined measures on how to determine readiness. Things you should consider are:

- Has the apprentice been on programme for a minimum of 12 months?
- Has the apprentice completed their Level 2 English and Maths qualifications?
- Has the apprentice been assessed against all of the knowledge, skills and behaviours?
- Has the apprentice had the opportunity to take mock tests, practice interviews?
- Has the apprentice completed their Level 3 Diploma in Management (if applicable)?

Fully funded

The DfE has confirmed that the funding they provide can be used towards the cost of delivering ILM qualifications and resources as part of this apprenticeship.



End Point Assessment

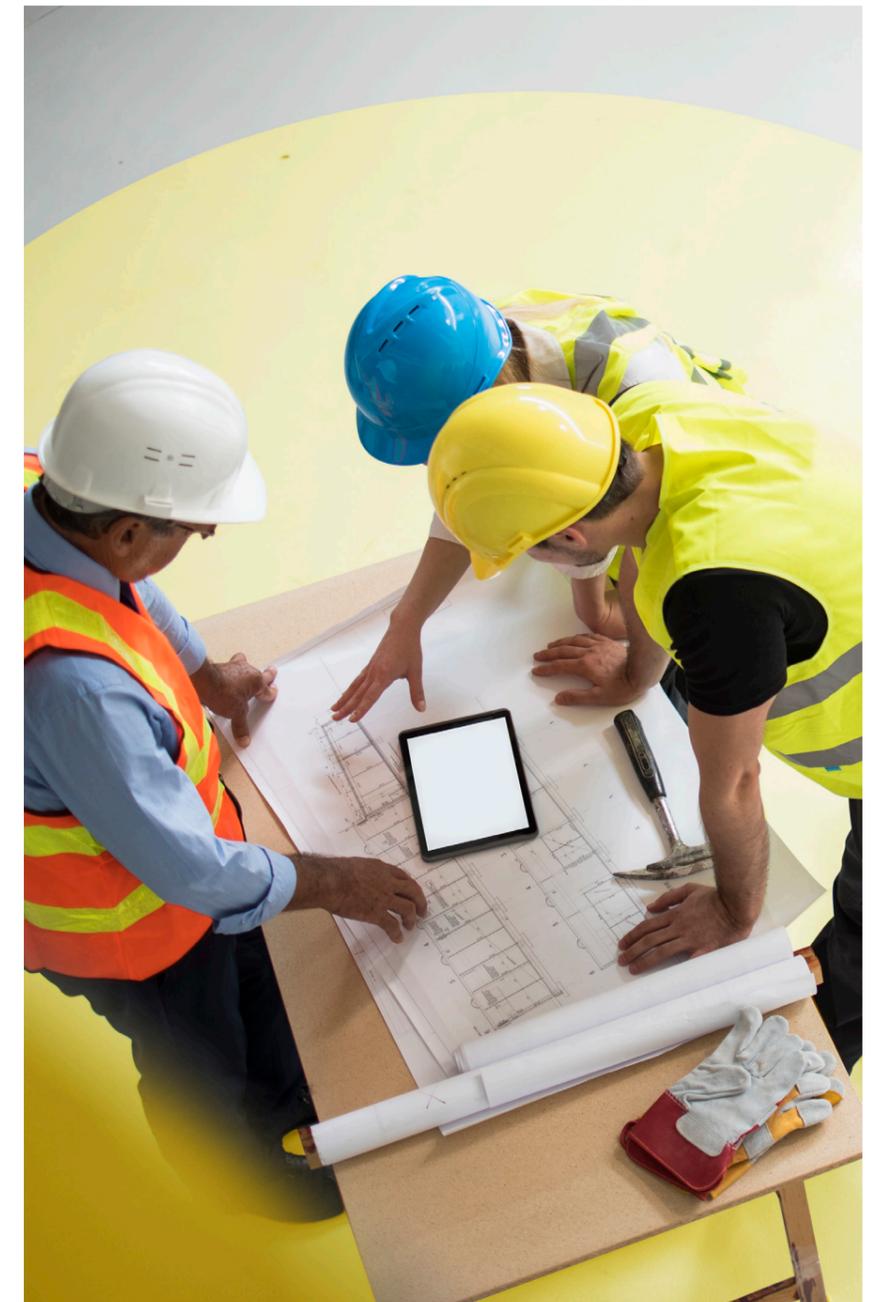
The End Point Assessment (EPA) for the Team Leader/Supervisor apprenticeship is made up of four components:

- Knowledge Test using scenarios and questions
- Structured competency based interview
- Assessment of portfolio of evidence
- Professional discussion relating to CPD activity

The EPA can only be carried out by an independent Apprentice Assessment Organisation (AAO). Organisations that wish to be an AAO need to apply to the Skills Funding Agency to carry out the role. They must apply separately for each apprenticeship standard they wish to assess. The AAO cannot be the Provider or the employer, and cannot have been directly involved in the delivery of the apprenticeship.

The tendering process to offer EPA for the Team Leader/Supervisor standard opened in September 2016 and ILM has applied to be an AAO for this. As we have been approved in the past, we are confident that we will be met with approval. We will provide a separate guide to ILM End Point Assessment once this is confirmed.

Each AAO will develop their own assessment materials and guidance, however they must assess the standard in accordance with the guidance set out in the Assessment Plan. The following table, taken from the Assessment Plan, describe each of the assessment components in more detail. It also provides guidance on how grading will be applied to the assessment.



Assessment

| Assessment Method | Area Assessed | Weighting |
|--|---|-----------|
| Knowledge Test using scenarios and questions | Knowledge of leading people, managing people, building relationships, communication, operational management, project management, finance | 30% |
| Structured competency based interview | Knowledge and application of learning relating to leading people, managing people, building relationships, communication, operational management, project management, finance | 30% |
| Assessment of portfolio of evidence | Application of knowledge and demonstration of skills and behaviours relating to leading people, managing people, building relationships, communication, operational management, project management, finance, self-awareness, management of self and decision making, taking responsibility, inclusivity, being agile, professionalism | 20% |
| Professional discussion relating to CPD activity | Evidence of CPD, training and personal development activities and how learning was applied to the role and workplace | 20% |

| EPA Evidence | Weighting | Maximum Mark | Minimum Mark* |
|---|-----------|--------------|---------------|
| Knowledge test | 30% | 30 | 15 |
| Structured Competency-based interview | 30% | 30 | 15 |
| Submission of portfolio | 20% | 20 | 10 |
| Professional discussion of CPD activity | 20% | 20 | 10 |

*Apprentices will need to achieve at least 50% within each part of the End Point Assessment to be able to pass the apprenticeship. The marks, which already include the weighting for each component, will then be combined to give the final grading:

Assessment

| Grade | Total Mark |
|-------------|--------------|
| Distinction | 70+ |
| Merit | 60+ |
| Pass | 50+ |
| Fail | Less than 50 |

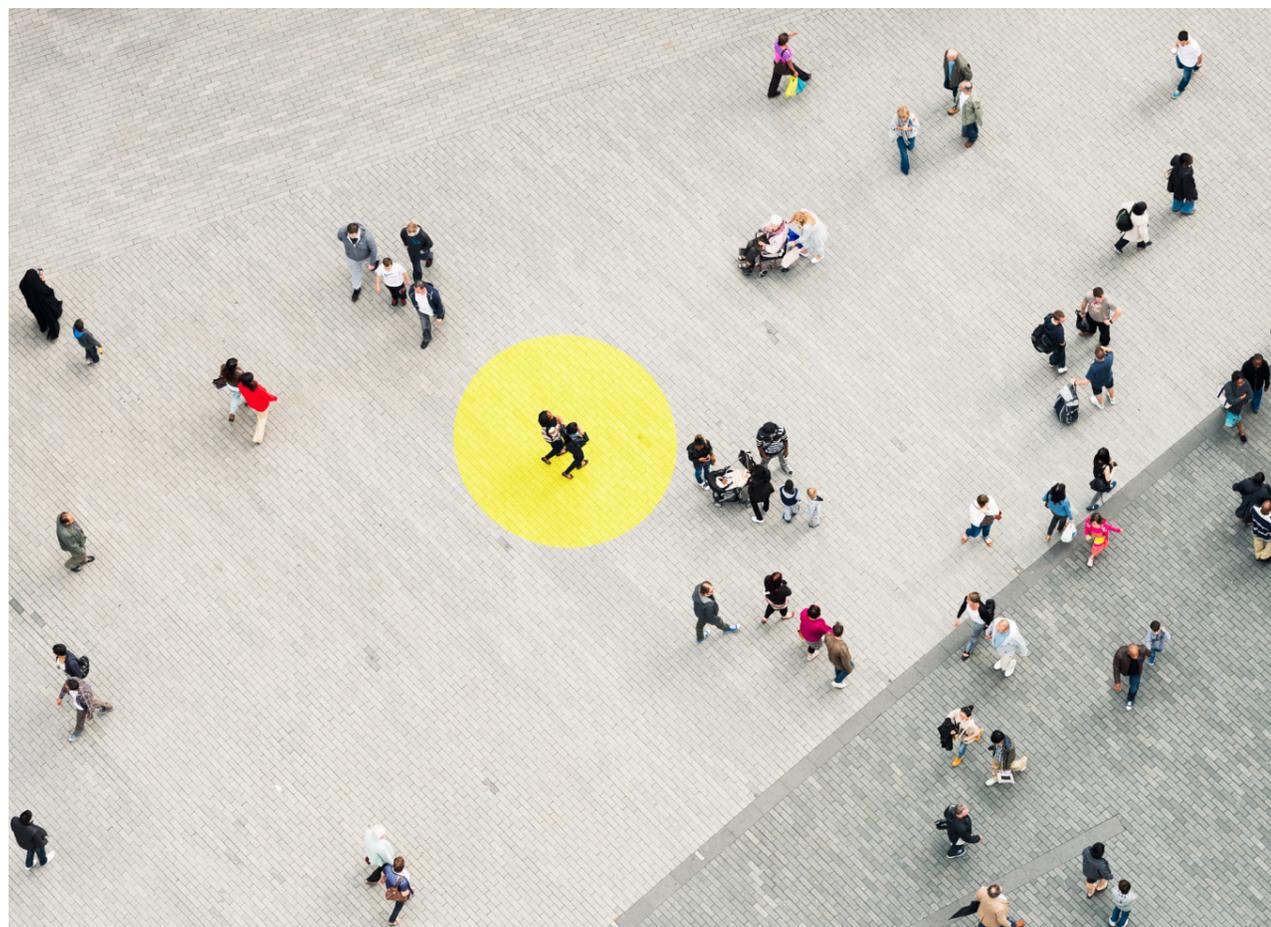


Funding

The Team Leader/Supervisor standard has been awarded a funding cap of **£5,000** per apprentice. There are also certain incentives available for recruitment of 16-18 year old apprentices and small businesses, as well as incentives for completion of the apprenticeship.

For the latest information on apprenticeship funding, [please visit our website](#)

www.i-l-m.com/apprenticeships



Apprenticeship Standard

Occupation

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

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

Knowledge, skills and behaviours

| Knowledge | What is required (through formal learning and applied according to business environment) |
|------------------------|---|
| | Interpersonal excellence – managing people and developing relationships |
| Leading people | Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion. |
| Managing people | 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. |
| Building relationships | 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. |

Apprenticeship Standard

| Knowledge | What is required (through formal learning and applied according to business environment) |
|------------------------|--|
| | Organisational performance – delivering results |
| Operational management | 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. |
| Project management | Understand the project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools. |
| Finance | 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 |
| Awareness of self | Know how to be self-aware and understand unconscious bias and inclusivity. Understand learning styles, feedback mechanisms and how to use emotional intelligence. |
| Management of self | Understand time management techniques and tools, and how to prioritise activities and approaches to planning. |
| Decision making | Understand problem solving and decision making techniques, and how to analyse data to support decision making. |

Apprenticeship Standard

| Skills | What is required (acquired and demonstrated through CPD) |
|------------------------|--|
| | Interpersonal excellence – managing people and developing relationships |
| Leading people | 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. |
| Managing people | 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 relationships | 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. |
| Communication | 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 |
| Operational management | 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. |
| Project management | 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. |
| Finance | Applying organisational governance and compliance requirements to ensure effective budget controls. |

Apprenticeship Standard

| Skills | What is required (acquired and demonstrated through CPD) |
|--------------------|--|
| | Personal effectiveness – managing self |
| Self-awareness | Able to reflect on own performance, seek feedback, understand why things happen and make timely changes by applying learning from feedback received. |
| Management of self | Able to create an effective personal development plan and use time management techniques to manage workload and pressure. |
| Decision making | Use of effective problem solving techniques to make decisions relating to delivery. Using information from the team and others. Able to escalate issues when required. |

| Behaviours | What is required (developed and exhibited in the workplace) |
|----------------------|--|
| | Personal effectiveness – managing self |
| Takes responsibility | Drive to achieve in all aspects of work. Demonstrate resilience and accountability. Display determination when managing difficult situations. |
| Inclusive | Open, approachable, authentic and able to build trust with others. Seeks the 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. |

Apprenticeship Standard

Duration

Typically this apprenticeship will take 12 – 18 months.

Qualifications

Apprentices without Level 2 English and Maths will need to achieve this level prior to taking the End Point Assessment.

Progression

On completion, apprentices may choose to register as Associate members with the Institute of Leadership & Management and/or the Chartered Management Institute, to support their professional career development and progression.

Level

Level 3.

Review date

This standard should be reviewed within three years of its approval.

Find out more

Visit our dedicated apprenticeships pages www.i-l-m.com/apprenticeships

[The gov.uk Apprenticeship pages](#) include information on building an apprenticeship programme, standards, funding and more

Watch [our webinar](#) on the new leadership and management Apprenticeship Standards

Still confused?

Book a free one hour apprenticeship standards briefing with one of our expert team

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About ILM

ILM is a City & Guilds Group business, bringing a wealth of expertise in professional training, qualifications, learning content, technology and assessment.

Together we set the standards for corporate learning, on-the-job development, and skills recognition around the world.

All ILM qualifications are awarded by The City and Guilds of London Institute, which was founded in 1878 and is incorporated by Royal Charter. The City & Guilds Group is a charity. Any profits we make are reinvested to deliver our shared purpose - to enable people and organisations to develop their skills for personal and economic growth.
