

Apprenticeship standard (England only)

Team Leader/ Supervisor

Industry: Business and Administration

ILM code: 9308-22 ST0384/AP03 assessment plan version 2

Typical duration: 12-18 months

Funding band: £4,500*

Level 3

*Funding information is accurate as of July 2020. For the most up-to-date information, check the IfATE website.

Role 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.

For more information, please visit i-l-m.com



A City & Guilds Group Business

The ILM Team Leader/Supervisor apprenticeship

The apprentice journey



1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study.



2 Gateway

The employer and provider must sign off the apprentice as ready to move on to end-point assessment.

1 On-programme: what apprentices need to learn

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

Skills and knowledge

- Leading People
- Managing People
- Building Relationships
- Communication
- Operational Management
- Project Management
- Finance
- Awareness of Self
- Management of Self
- Decision Making

Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professionalism

Refer to the [IfATE website](#) for further detail on the standard and assessment plan.

How we support your on-programme delivery:

- **Membership with The Institute of Leadership & Management**
Once apprentices have registered for EPA and we've been provided with their email address, they will have complimentary access to studying membership with The Institute of Leadership and Management, including resources, webinars, research, events and CPD. Tutor membership with The Institute of Leadership and Management is also available to support the knowledge elements of the on-programme learning journey. More details [here](#).
- **Diploma for Managers - Level 3**
This qualification has been developed to support candidates undertaking the Team Leader/Supervisor apprenticeship, and is fully mapped to the "on-programme" elements of the standard. [Read more](#).
- **Get-to-Gateway**
Get-to-Gateway is the City & Guilds and ILM content-led e-portfolio solution that enables apprentices to progress successfully through the on-programme phase of their apprenticeship. Save time and money creating content as Get-to-Gateway comes preloaded with digital learning content fully mapped to cover the knowledge, skills and behaviours of the standard. [Read more](#).
- **Smartscreen (coming soon)**
Smartscreen offers engaging and interactive e-learning modules to support tutors, learners and assessors – and prepares apprentices for their end-point assessment. [Read more](#).

2 Gateway

Before you can book end-point assessment, the provider and employer sign off that the apprentice will be ready for EPA.

For this standard, the employer and provider will need to sign a declaration to agree the apprentice shows evidence of the relevant Team/Leader Supervisor knowledge, skills and behaviours as set out in the standard. The apprentice also must have achieved maths and English at Level 2.

As part of our EPA service, ILM will check all gateway evidence before the EPA event so you can have the confidence that the apprentice is ready for EPA.

The ILM Team Leader/Supervisor apprenticeship



3 Assess

The end-point assessment must demonstrate that the apprentice can perform in the occupation in a fully competent, holistic and productive way.

The assessment will be graded if required by the standard.

The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.



4 Apprenticeship certificate

On successful completion, the end-point assessment organisation will apply to the Education and Skills Funding Agency (ESFA) for the apprenticeship certificate. The certificate is sent to the apprentice's employer.

As well as receiving their Institute for Apprenticeships and Technical Education (IfATE) apprenticeship certificate, the apprentice will receive an ILM statement of achievement for end-point assessment and will be issued with a digital credential.

3 End-point assessment (EPA): how apprentices demonstrate their learning

As defined in the assessment plan, the assessment events for this standard are:

- Presentation with questions and answers
- Professional discussion underpinned by a portfolio of evidence

Our resources and tools that support end-point assessment

ILM will allocate a skilled and experienced professional to assess the apprentice objectively against the standard. All assessments are standardised and quality assured.

To help you prepare apprentices and ensure they feel ready for assessment, we have created a suite of preparation resources, including:



End-point assessment pack

Details behind the standard and assessment plan, guidance on EPA tasks and grading, procedures for re-sits, timelines, venue and resource requirements for EPA. It is important that you are familiar with this information.



EPA exemplar materials

Available for tutors, providing real assessment examples for each assessment type, such as transcripts and examples of good practice.



EPA preparation tool

Personalised login for each apprentice with useful learning resources relevant to the assessment skills required for their standard, ensuring they feel ready for their EPA experience.



Recording forms

Supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered.



LIEPA report

A report produced by our lead independent end-point assessor (LIEPA) with insight into the EPA results for this standard and findings across all centres. These reports can help you refine your delivery to improve success rates.



EPA customer success team

Our dedicated EPA customer success team will be on hand to support you through your EPA journey and can be contacted at epasupport@cityandguilds.com

The ILM Team Leader/Supervisor apprenticeship

Why choose ILM?

Personal support

Our dedicated EPA Customer Success Team, Technical Advisors, Business Managers and Customer Service Teams are on hand to help you throughout your apprenticeship journey.

Teaching tools and resources

All of our resources are mapped comprehensively to the standard and designed to draw out the skills, knowledge and behaviour apprentices need so they are confident for assessment and you know that everything is covered.

EPA support resources

Our specially created EPA resources will help you to prepare apprentices and ensure a smooth booking process.

EPA delivery

We are growing our EPA service, using new technologies to enhance the delivery and management of EPA.

Pricing that works for you

When you choose us for EPA, you pay a small registration fee and the balance

The Institute of Leadership & Management

Learners and tutors receive free student member to The Institute, opening doors to a range of resources to further develop leadership skills, boost confidence as a leader and enhance the apprenticeship experience.

Events and webinars

We deliver a range of events and webinars run by industry specialists to advise and guide you.

Progression

The journey never stops and we're committed to helping learners progress into a job, develop on the job and move into the next job. Visit our website cityandguilds.com for our wider offering in this sector and information about leadership and management apprenticeships.



More information

If you're an ILM centre, visit Walled Garden or contact your Business Manager for prices and any further information.

If you're a new customer, contact apprenticeships@i-l-m.com to find out more. Or [visit our website](#) for full information on our apprenticeship products and services.

Visit i-l-m.com/team-leader-assessment-plan for information on management apprenticeships.