

The Swarm Training Programme

Team Leader/Supervisor

Level 3



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.

The Programme

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.

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. 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.

The training element will typically take up to 14 months to complete with 20% off the job learning. The exact duration will be dependent on the previous experience of the individual.

Level: Level 3

Duration: 14 months of learning plus up to 12 weeks of End Point Assessment Process

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

Delivery model:

- Hybrid of classroom workshops and remote webinars (depending on number of learners)
- One on One monthly mentoring and tutoring sessions to support in application of knowledge, skills and behaviours

The Standard

Apprenticeship Standards are based on occupational standards. An occupational standard is a short and concise document that describes what someone who is competent in the occupation normally does – ‘duties’, and the ‘knowledge, skills and behaviours’ (KSBs) required to carry out these duties competently; along with any qualifications that must be taken and alignment with professional recognition if applicable.

Knowledge

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.

Communication: 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

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.

Skills

Personal Effectiveness – managing self 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.

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.

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

Behaviours

using information from the team and others, and able to escalate issues when required.

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.

Qualifications

English & Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Optional Diploma

Level 3 Diploma in Team Leading and Supervision (RQF) can be added as part of apprenticeship programme.

This supports the delivery of the apprenticeship standard but is not compulsory as part of the apprenticeship.

Professional Recognition

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.

Delivery Timeline

The apprenticeship delivery journey is broken down into two phases

1. Month 1– 14: On programme training and learning (including any Maths and English requirements).
2. Month 15+ Gateway and End-Point Assessment.

Phase 1: On Programme Training and Learning (Month 1-14)

Developing the Knowledge

The knowledge training is primarily delivered via classroom workshops & webinars (numbers dependent) or 121 via tuition. The content of this is based on the main knowledge outcomes that provide a depth of understanding for the skills.

Employer collaboration/involvement is key to supporting some of the workshops/content as many will need to be bespoke to meet the employer specifics.

Skills development and Portfolio building

Evidence to demonstrate the performance of knowledge, skills and behaviours will be supported via 121 tuition and mentoring with evidence collected via our E portfolio system.

The development of the 13 skills aims will be done throughout the programme and evidence of performance will be gathered to create a showcase portfolio required by the End Point Assessment.

Reviews

Every twelve weeks the tutor will conduct a progress review with the learner and line manager to support in keeping the progress on track, identify any issues and plan the next phase of collaborative learning.

Gateway

When all learning has been completed and evidence in the portfolio has been gathered, the next process is to conduct the Gateway review. The gateway review is when the learner, employer and provider agree the learners readiness to progress to End point Assessment.

Phase 2: Gateway and End-Point Assessment (Month 15+)

EPA Gateway Requirements:

- Completion of the off-the job learning components of the programme.
- Confirmation from the employer that the apprentice is ready. It is recommended that the training provider is consulted by the employer to inform the decision.
- Apprentices without Level 2 English and maths will need to achieve this level prior to taking end-point assessment. For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and a British Sign Language qualification is an alternative to English qualifications for those whom this is their primary language.
- Completion of a portfolio of evidence

The End-Point Assessment Process

The End point assessment consists of 4 distinct assessment methods conducted by an external accredited organisation.

The Independent Assessor will review the evidence for each apprentice and grade the apprentice on the following scale: fail/pass/merit/distinction.

All candidates must participate in all three elements of the End Point Assessment and achieve a minimum of 50% for each component.

The assessments are:

- Assessment of knowledge through a test using scenarios, questions and responses (30% Weighting)
- Assessment of competency through competency based interview (30% Weighting)
- Assessment of portfolio of evidence (20% Weighting)
- Continuing Professional Development Log reviewed and professional discussion/question and answer session (20% Weighting)

Employer Support:

- Dedicated Senior Account Manager
- Quarterly Cohort Reviews with Senior Account Manager
- Employer Showcase in Swarm media and news
- Access to view Learners progress via our E-portfolio

Costs:

Full Apprenticeship Cost Per Learner: £4500
(Maximum Funding Band)

For more information please don't hesitate to contact us.

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