

# TEAM LEADER/ SUPERVISOR LEVEL 3



## ABOUT

A Team Leader / Supervisor Apprentice will gain knowledge and skills such as:

- How to compare different leadership styles.
- The benefits of coaching to support people, improve performance and report on metrics.
- How to support the development of a team and individuals through coaching and role modelling values and behaviours.
- How to communicate organisation strategy and team purpose.
- How to delegate tasks and set deadlines.
- How to use time management techniques to manage workload and pressure.
- How to explain and evaluate approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict.
- How to deliver a project including: • managing resources • identifying risks and issues • using relevant project management tools.
- How to explain your understanding of data management and the use of different technologies in business.
- The use of effective problem-solving techniques to make decisions using information from the team and others.
- How to identify and share good practice across teams, recognize high performance and reward accomplishments.

- Identifying feedback mechanisms and how to use emotional intelligence.



## ENTRY REQUIREMENTS

The entry requirement for this apprenticeship will be decided by Northwest Education and Training but may typically be five GCSEs at Grade C or higher.



## TYPICAL JOB ROLES

- Supervisor
- Team Leader (Customer Service)
- Team Leader (Financial Services)
- Project Officer
- Shift Supervisor
- Sales Team Supervisor
- Production Team Leader
- Food Retail Team Supervisor
- Housing Management Officer Team Supervisor
- Foreperson
- Shift manager



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## DURATION: 15 MONTHS

For apprentice to complete.

## EPA REQUIREMENTS

At the end of an apprenticeship, learners are required to carry out End-Point Assessment.

The EPA components for this standard are:

Presentation with Questions and Answers • Professional Discussion Underpinned by a Portfolio of Evidence

## HOW IT WORKS



### 1. SCOPING SESSION

We provide an initial scoping session, which includes everything from mapping the Job Role to the correct Level Apprenticeship, agreeing delivery programmes and helping employers understand the apprenticeship funding process.



### 2. ENROLMENT

We enrol/induct the learners and explain how a bespoke delivery plan, based on the requirements of the business, will work in practical terms.



### 3. DELIVERY

Over the duration of the training we support the learners in the workplace with face to face and remote sessions. We also support the apprentices' mentor and/or line manager's involvement in overseeing the Apprenticeship training.



### 4. ASSESSMENT

We arrange all relevant End-Point Assessment and prepare the learner on what to expect during End-Point Assessment.



### 5. CERTIFICATION

Following the successful completion of the training the learner receives their certification.



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