



# Level 3 Team Leader/ Supervisor Apprenticeship Standard

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.



## Who is it for?

Junior Manager, Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.

## Duration

Typically this standard is achieved in 12-18 months. This will be achieved through a blended learning approach to include:

- 11 x face to face masterclass sessions
- Flexible weekly access to a skills coach
- Embedded skills learnt in the workplace
- End Point Assessment (EPA)

## Focus

Interpersonal excellence – managing people and developing relationships.  
Organisational performance – delivering results. Personal effectiveness – managing self.

## Key content

| Knowledge   | Skills  | Behaviours  |
|---|---|---|
| <p>Understand:</p> <p>Leadership styles &amp; benefits of coaching to support people.</p> <p>People and team management models.</p> <p>Approaches to customer and stakeholder relationship management.</p> <p>Forms of communication and their application.</p> <p>How organisational strategy is developed.</p> <p>The project lifecycle and roles.</p> <p>Organisational governance and compliance.</p> <p>Know how to be self-aware.</p> <p>Time management techniques and tools.</p> <p>Problem solving and decision-making techniques.</p> | <p>Able to:</p> <p>Communicate organisation strategy and team purpose.</p> <p>Build a high-performing team.</p> <p>Effective negotiation and influencing skills.</p> <p>Communicate how to chair meetings and present to team and management.</p> <p>Communicate organisational strategy and deliver against operational plans.</p> <p>Organise, manage resources and risk.</p> <p>Applying organisational governance and compliance requirements.</p> <p>Reflect on own performance.</p> <p>Create an effective personal development plan.</p> <p>Use of effective problem-solving techniques.</p> | <p>Drive to achieve in all aspects of work. Demonstrates resilience and accountability.</p> <p>Determination when managing difficult situations.</p> <p>Open, approachable, authentic, and able to build trust with others. Seeks views of others.</p> <p>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.</p> <p>Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values.</p> |

### Get in touch with us:

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