



## APPRENTICESHIP TRAINING:

### Team Leader / Supervisor Level 3

Giving your staff the skills  
and knowledge to lead,  
organise and motivate teams



**NTG**  
TRAINING

# Course Overview

This qualification is ideal if you have supervisor/ management responsibilities but no formal training and are serious about developing your abilities.

It's particularly suited to practising team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change, budget cuts or other pressures.

## Upon completion of the course, learners will have a good understanding of:

- How to organise and delegate
- The ability to perform management tasks
- How to motivate people to improve performance
- Plan and manage change, create a culture of innovation
- Learn effective communication skills (negotiation, networking, building relationships)
- Use action learning to develop your leadership capabilities

Typical job roles for this course include: Supervisor, Team Leader, Project Planner, Shift Supervisor, Foreperson and Shift Manager.

By engaging NTG Training to deliver this apprenticeship programme, you can upskill your current marketing or administrative staff, or recruit and train new high-calibre apprentices by investing in their training and development.

The duration of this apprenticeship is 15 months and is made up of 11 modules, delivered using a blend of online training, webinars, face-to-face workshops.

Our training is tailored to suit your business and we will work around you to map out a training plan to suit your needs and skills gap.

## Apprentix – flexible e-learning software

Apprentix is a collaborative e-learning and e-portfolio management system for apprenticeship training. It offers a user-friendly “Netflix-style” interface for apprentices, giving over 200 hours of high quality online learning for each standard.

Apprentices have access to all the e-learning courses on the system free of charge in addition to the courses built into the apprenticeship package. These can be accessed online anytime, from anywhere, to meet your business needs and saving you time and money.



# What does the Apprenticeship cover?

During this course, learners will complete training and activities to cover the modules below.

## 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.

## 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.
- We listen to our clients to ensure that we tailor our solutions to meet your needs.

## 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.



# What qualifications will you get?

This course is designed with you in mind. We work with you to develop your employees and deliver up-to-date and relevant skills to enable them to support and manage teams throughout your company efficiently and effectively. Learners will get:

- Team Leader/Supervisor Level 3 Standard
- HABC Level 3 Diploma in team leading & supervision
- Level 2 Functional Skills Maths\*
- Level 2 Functional Skills English\* *\* If required*

## End Point Assessment

Once the learner has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard, they are then ready to move on to the final assessment, which will be measured as follows:

### Knowledge Test

The knowledge requirements within the Standard will be tested using a structured series of multiple choice questions to ensure all aspects are given coverage.

### Competency-Based Interview

An independent assessor will test both knowledge and application of learning.

### Assessment of Portfolio

The evidence contained in the portfolio will comprise of complete and/or discrete pieces of work that cover the totality of the Team Leader/Supervisor Apprenticeship Standard.

### Professional Discussion

This discussion is focused on Continuing Professional Development (CPD). The apprentice will provide evidence of any additional learning/CPD undertaken during the apprenticeship and reflect on the outcomes.

Develop tomorrow's  
leaders today by enrolling  
them on this course.

We offer a complimentary consultancy service to ensure we find the best qualification for you and your business. Contact us to discuss this opportunity further.

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