



skills for **security**



Team Leader/Supervisor



Apprenticeships



A Team leader or supervisor is a first line management role, with operational and 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.

On completion, apprentices may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of leadership and management, to support their professional career development and progression.

The below shows the areas of knowledge, skills and behaviours that the apprentice will need to demonstrate by the end of the programme.

Knowledge and Skills

Interpersonal Excellence – *managing people and developing relationships*

- Leading People
- Managing People
- Building Relationships
- Communication

Organisational Performance – *delivering results*

- Operational Management
- Project Management
- Finance

Personal Effectiveness – *managing self*

- Awareness of Self
- Management of Self
- Decision Making

Behaviours

- Takes Responsibility
- Inclusive
- Agile
- Professionalism

Measuring Progress

The apprentice, employer representative and training provider will take part in a formal progress review at least every 12 weeks. Within the review, progress to date will be evaluated with each party having the opportunity to record their thoughts. The review will also be used to shape the following 12 weeks ensuring the delivery meets the need of the employer and apprentice.

Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer. Apprentices without level 2 English and maths will need to achieve this level prior to taking the end-point assessment. We will support with achieving this.



Title

Team Leader or Supervisor

Level

3

Typical Duration

12 – 18 months (minimum of 12 months for delivery plus 4 months for EPA)

End Point Assessment Method(s)

- 1. Presentation with Q&A*
- 2. Professional discussion underpinned by portfolio of evidence*

Achievable Grades

- Fail
- Pass
- Distinction

Delivery Method

Blended



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