



Qualification Specification

A2A Training: End Point Assessment Team Leader or Supervisor Level 3

Qualification Title	A2A Training: End Point Assessment Team Leader or Supervisor Level 3
Ofqual Qualification Number:	610/27500/5
Guided Learning Hour - GLH	273
Total Qualification Time - TQT	546
Minimum Age	17
Qualification Purpose Summary	This qualification is designed for learners who work in supervisory or team leading roles.
Grading	Pass, Distinction or Fail See grading details on the Assessment Plan Team leader or supervisor / Institute for Apprenticeships and Technical Education
Assessment Methods	Presentation with Questions and Answers Professional Discussion underpinned by Portfolio of Evidence

Apprenticeship Standard Links

This qualification once achieved shows the learner has met the requirements of the assessment plan for the standard:

ST0384 Team Leader or Supervisor

Please ensure that you use the most up to date version of this document by downloading from the website. In the event of a conflict between this document and the assessment plan published by the Institute for Apprenticeships and Technical Education then the latter takes precedence.

Team Leader or Supervisor Level 3 End Point Assessment**Aims and Objectives**

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.

Typical job titles:

Supervisor, Team leader, Project officer, Shift supervisor, Foreperson, and Shift manager.

Entry requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

As part of the EPA, learners will be tested on the following Key Skills and Behaviours in conjunction with the “Assessment Methods and Grading Criteria” on the assessment plan – see link below.

[Team leader or supervisor / Institute for Apprenticeships and Technical Education](#)

Requirements: knowledge, skills and behaviours

What is required (through formal learning and applied according to business environment)

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 and 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.
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.
Skills	What is required (acquired and demonstrated through continuous professional development)
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 using information from the team and others, and able to escalate issues when required.
Behaviours	What is required (developed and exhibited in the workplace)
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
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Qualifications

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

Progression

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.

Level

Level 3.

Review date

This standard related to this EPA should be reviewed within three years of its approval.

Support Materials and Link to the Assessment Plan for the Apprenticeship.

Our support materials are available on our systems called ACE360 to centres who have learners registered with us.

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