

Apprenticeship standard (England only)




Team Leader/Supervisor

Industry: Business and Administration

ILM code: 9308-22 ST0384/AP03

Assessment Plan version 2



 **Typical duration:** 12-18 months
 **Maximum funding:** £4,500*
 **Level 3**

*Funding information accurate as of February 2021.
For the most up-to-date information, check the [Institute for Apprenticeships and Technical Education \(IfATE\) website](#).

About the standard

A Team Leader/Supervisor is a first line management role, with operational/ 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-programme: what apprentices need to learn

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

Knowledge and Skills

- Leading People
- Managing People
- Building Relationships
- Communication
- Operational Management
- Project Management - Finance
- Awareness of Self
- Management of Self
- Decision Making

Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professionalism

Refer to the [IfATE website](#) for further details on the standard and assessment plan.

ILM has developed teaching and learning materials to support employers and learning providers to deliver on and off-the-job learning for this standard. For more information [visit our webpage for Team Leader/Supervisor](#).



How we support your on-programme delivery:

- **Membership with The Institute of Leadership & Management**
Once apprentices have registered for EPA and we've been provided with their email address, they will have complimentary access to studying membership with The Institute of Leadership and Management, including resources, webinars, research, events and CPD. Tutor membership with The Institute of Leadership and Management is also available to support the knowledge elements of the on-programme learning journey. More details [here](#).
- **Diploma for Managers - Level 3**
This qualification has been developed to support candidates undertaking the Team Leader/Supervisor apprenticeship, and is fully mapped to the "on-programme" elements of the standard. [Read more](#).
- **Get-to-Gateway**
Get-to-Gateway is the City & Guilds and ILM content-led e-portfolio solution that enables apprentices to progress successfully through the on-programme phase of their apprenticeship. Save time and money creating content as Get-to-Gateway comes preloaded with digital learning content fully mapped to cover the knowledge, skills and behaviours of the standard. [Read more](#).
- **SmartScreen**
SmartScreen offers engaging and interactive e-learning modules to support tutors, learners and assessors – and prepares apprentices for their end-point assessment. [Read more](#).

Gateway requirements


Before you can book end-point assessment, the provider and employer sign off that the apprentice will be ready for EPA.


For this standard, the employer and provider will need to sign a declaration to agree the apprentice shows evidence of the relevant Team Leader/Supervisor knowledge, skills and behaviours as set out in the standard. The apprentice also must have achieved maths and English at Level 2.

As part of our EPA service, ILM will check all gateway evidence before the EPA event so you can have the confidence that the apprentice is ready for EPA.

End-point assessment (EPA): how apprentices demonstrate their learning

As defined in the assessment plan, the assessment events for this standard are:

 **Presentation and questions & answers**

 **Professional discussion underpinned by a portfolio of evidence**

ILM will allocate a skilled and experienced professional to assess the apprentice objectively against the standard. All assessments are standardised and quality assured.

To help you prepare apprentices and ensure they feel ready for assessment, we have created a suite of preparation resources, including:

- **EPA pack:** Details behind the standard and assessment plan, guidance on EPA tasks and grading, procedures for re-sits, timelines, venue and resource requirements for EPA. It is important that you are familiar with this information.
- **EPA exemplar materials:** Available for tutors, providing real assessment examples for each assessment type, such as transcripts and examples of good practice.
- **Recording forms:** Supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered.
- **LIEPA report:** A report produced by our lead independent end assessor (LIEPA) with insight into the EPA results for this standard and findings across all centres. These reports can help you refine your delivery to improve success rates.
- Our dedicated **EPA customer success team** will be on hand to support you through your EPA journey and can be contacted at onboardingepa@cityandguilds.com





Apprenticeship certification

As well as receiving their Institute for Apprenticeships and Technical Education (IfATE) apprenticeship certificate, the apprentice will receive an ILM statement of achievement for end-point assessment. The apprentice will also receive an ILM Digital Credential on completion of their End-Point Assessment.

Why choose ILM?

Personal support: Our dedicated EPA customer success team, Technical Advisors, Business Managers and Customer Service teams are on hand to help you throughout your apprenticeship journey.

Teaching tools and resources: All of our resources are mapped comprehensively to the standard and designed to draw out the skills, knowledge and behaviour apprentices need so they are confident for assessment and you know that everything is covered.

EPA support resources: Our specially created EPA resources will help you to prepare apprentices and ensure a smooth booking process.

EPA delivery: We are growing our EPA service, using new technologies to enhance the delivery and management of EPA.

Pricing that works for you: When you choose us for EPA, you pay a small registration fee and the balance once the EPA has taken place and results submitted.

Events and webinars: We deliver a range of events and webinars run by industry specialists to advise and guide you.

Progression: The journey never stops and we're committed to helping learners progress into a job, develop on the job and move into the next job. Visit our website [i-l-m.com](https://www.i-l-m.com) for our wider offering in this sector and information about leadership and management apprenticeships.



More information

If you're an ILM centre, visit Walled Garden or contact your Account Manager for prices and any further information.

If you're a new customer, contact customer@i-l-m.com to find out more.

Or visit [i-l-m.com/learning-and-development/management-apprenticeships](https://www.i-l-m.com/learning-and-development/management-apprenticeships) for full information on our apprenticeship products and services.

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