



Level 3

# Team Leader or Supervisor



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# FAQs

**Q: Who is the qualification for?**

**A:** Supervisors, Team leaders, Project officers, Shift supervisor, Foreperson, and Shift manager. 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.

**Q: What does the qualification cover?**

**A:** 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.

This qualification allows candidates to learn, develop and practice the skills required for employment and a career in Management. The content covers all essential areas of team leader and supervisor skills.

**Q: What opportunities for progression are there?**

**A:** This qualification allows candidates to go on to higher level 4 management courses and expand their management career. 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.

**Q: Is it part of an apprenticeship standard or initiative?**

**A:** ST0384 , Team Leader or Supervisor level 3

# FAQs

**Q:** What level qualification is it equivalent to?

**A:** An A Level or NVQ Level 3

**Q:** What skills will I learn?

**A:** Leadership, communication, team building, delegation, project management, problem-solving, conflict resolution, and resource management.

**Q:** What are the benefits of doing this apprenticeship?

**A:** Earn while you learn, gain valuable work experience, develop transferable skills, and progress your career.

**Q:** What qualifications will I receive?

**A:** You'll earn a Level 3 Diploma in Leadership and Management and a professional qualification from a recognized awarding body.

**Q:** What is a Team Leader/Supervisor Level 3 Apprenticeship?

**A:** It's a work-based learning program combining on-the-job training with classroom learning, equipping you with the skills and knowledge to become a team leader or supervisor.

**Q:** What are my career prospects after the apprenticeship?

**A:** You can progress to higher-level management roles, specialise in a particular area, or start your own business.

# Structure

## Entry Requirements

Whilst any entry requirements will be a matter for individual employers, a minimum of English & Maths GCSE are required.

## Structure

Our candidates are trained to the highest standards and are fully supported to develop all of the knowledge, skills and behaviours required to be an outstanding Team Leader.

The course duration is typically 12 - 18 months.

## Knowledge

Our course is delivered via live training webinars with specialist tutors.

## Skills and Behaviours

You will be appointed a designated Skills Coach, who will coach you through your qualification and complete regular assessments with you to support you to complete your qualification. You will have weekly contact from our training team.



# Course Contents

- What is a Team Leader or supervisors Role & Function?
- Interpersonal excellence
  - Leadership Skills
  - Managing People
  - Managing Conflict
  - Communication
- Managing people and developing relationships
- Organisational performance
- Personal effectiveness

Completion of these units will produce a portfolio of evidence of your competency.



T E A M



## What is a Team Leader/Supervisor's Role & Function?

We will introduce you to the roles and responsibilities of a team leader / supervisor and outline the essential attributes and behaviours that are required for effective learning and mentoring in an organisation.

You will learn how to plan, conduct, and understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity, and inclusion.

# Interpersonal excellence

## Leadership Skills

You will understand different leadership styles and the benefits of coaching to support people and improve performance.

Understand organisational cultures, equality, diversity and inclusion, gaining skills to be 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.





## Interpersonal excellence

### Managing People

Learning how to 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.

Conduct appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.

Develop the skills to be 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.



## Interpersonal excellence

### Managing Conflict

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.

Know how to be self-aware and understand unconscious bias and inclusivity.

Understand learning styles, feedback mechanisms and how to use emotional intelligence.





## Interpersonal excellence

### Communication Skills

Learners will 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.

Gaining skills to be able to communicate effectively (verbal, written, digital), chair meetings and present to team and management.

Use of active listening and provision of constructive feedback.

# Managing People & Developing Relationships

You will learn how to demonstrate awareness of own values, beliefs and behaviours and their effect on work relationships.

Gaining the experience to have determination when managing difficult situations. and become open, approachable, authentic, and able to build trust with others as well as seek views of others.





## Organisational Performance

From Operational Management and Project Management the learner will 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.

Understanding project lifecycles and roles.

Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools.

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

The aim of this unit is for the learner to develop and understand time management techniques and tools, how to prioritise activities and approaches to planning.

Develop decision making skills understand problem solving and decision making techniques, and how to analyse data to support decision making.

Finally you will be able to create an effective personal development plan, and use time management techniques to manage workload and pressure.



Off The Job



Employer Engagement