Team Leader/ Supervisor
Level 3

Seetec
OUTSOURCE

Team Leader/Supervisor
Programme overview

Level: 3
Duration: Approximately 15 months
(+ 3 months for end-point assessment)

Who is the programme suited to?
This programme is designed for team leaders, supervisors and aspiring managers, usually in a first line management role. They are likely to have operational and project responsibilities, or responsibility for managing a team to deliver a clearly defined outcome.

Learners will develop the knowledge, skills and behaviours needed to support, manage and develop team members, manage projects, plan and monitor workloads and resources, deliver operational plans, resolve problems and build relationships internally and externally.

TYPICAL JOB ROLES
• Supervisor
• Team leader
• Project officer
• Shift supervisor
• Foreperson
• Shift manager

Key learning outcomes

Knowledge

- Different leadership styles
- People and team management models
- Customer and stakeholder relationship management
- Organisational strategy
- Project lifecycle and roles
- Organisational governance and compliance
- Time management tools and techniques
- Problem solving and decision-making techniques
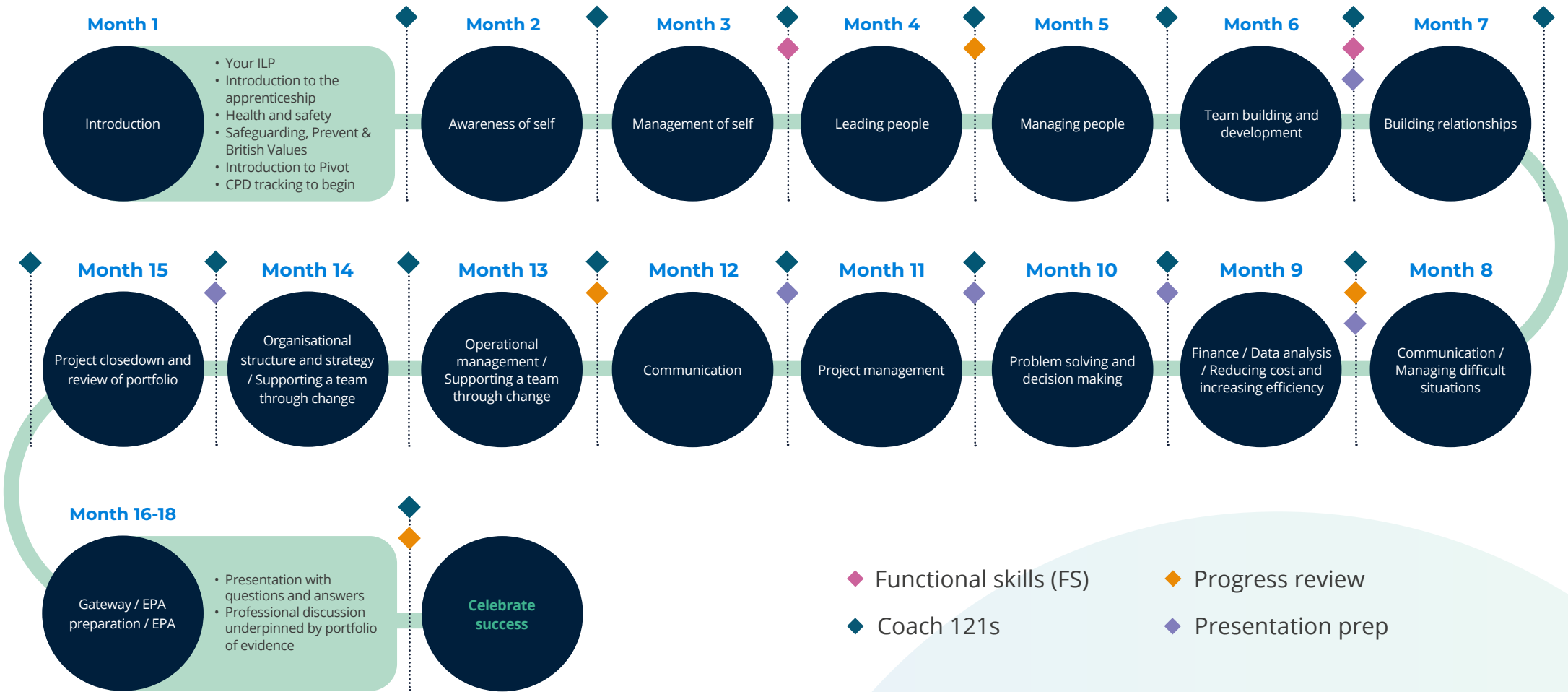- Unconscious bias and inclusivity

Skills

- Communicating organisational strategy and team purpose
- Supporting and developing individuals
- Role modelling values and behaviours
- Managing change effectively
- Using effective negotiation and influencing skills
- Managing resources and risk
- Using relevant project management tools
- Managing workload and pressure
- Effective problem-solving and decision making

Behaviours

- Drive to achieve in all aspects of work
- Demonstrates resilience and accountability
- Determination when managing difficult situations
- Able to build trust with others
- Flexible to the needs of the organisation
- Creative, innovative and enterprising
- Fair, consistent and impartial
- Demonstrates professionalism
- Operates within organisational values

Learner journey

This is an example learner journey and the timeline for completion may vary. The apprenticeship development coach (ADC) and the employer will agree when the learner is ready to be submitted to gateway for end point assessment (EPA).

Month 1

Introduction

- Your ILP
- Introduction to the apprenticeship
- Health and safety
- Safeguarding, Prevent & British Values
- Introduction to Pivot
- CPD tracking to begin

Month 2

Awareness of self

Month 3

Management of self

Month 4

Leading people

Month 5

Managing people

Month 6

Team building and development

Month 7

Building relationships

Month 15

Project closedown and review of portfolio

Month 14

Organisational structure and strategy / Supporting a team through change

Month 13

Operational management / Supporting a team through change

Month 12

Communication

Month 11

Project management

Month 10

Problem solving and decision making

Month 9

Finance / Data analysis / Reducing cost and increasing efficiency

Month 8

Communication / Managing difficult situations

Month 16-18

Gateway / EPA preparation / EPA

- Presentation with questions and answers
- Professional discussion underpinned by portfolio of evidence

Celebrate success

◆ Functional skills (FS)

◆ Coach 121s

◆ Progress review

◆ Presentation prep

Programme delivery

Apprentices follow a personalised learning plan tailored to their organisation and role. Supported by an experienced development coach, they undertake a range of 'blended learning' activities that can usually be completed in the workplace.

Blended learning activities could include:

- Facilitated workshops
- E-learning
- 1-2-1 coaching
- Self-directed learning
- Collaborative learning
- Research
- Industry visits
- Work shadowing
- Mentoring
- Assignments

All apprentices need to demonstrate that they have achieved a level 2 or above in English and maths before they can proceed to end-point assessment.

Learners who have not yet achieved a level 2 (or equivalent) in English and maths will be supported by a functional skills tutor to ensure they meet the minimum requirements for certification.

Why Seetec Outsource?

Part of the employee-owned Seetec group, we're one of the UK's leading providers of employment and training. We have more than 35 years' experience helping businesses and individuals to unlock potential through high-quality apprenticeships, skills training and work-based learning programmes across a range of sectors and occupations.

Our approach is consultative and we aim to be partners in our clients' success. We work closely with employers to gain an understanding of organisational objectives and workforce learning and development needs, helping them to select the right training solutions for their business. We then design and deliver programmes tailored to the needs of the organisation and the learners we support, with a focus on ensuring programme outcomes can be evidenced through improved practice in the workplace.

We also bring an energy and positive attitude that stems from our employee-owned status. Every Seetec colleague is encouraged to innovate, strive for excellence and take responsibility for their overall contribution to the business. These are values that we instil throughout our work.

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Proud to be employee -owned