The trainer-assessor will work with the learner and the employer in order to ensure that all learning needs are being met for both parties, in order to ensure successful progression. The knowledge modules and professional CMI qualification will require formal teaching sessions which may take place within an appropriate area within the workplace or off-site.

Eligibility
The entry requirement will be decided by each employer, but may typically be five GCSEs at Grade C or higher. Employers without level 2 English and Maths will need to achieve this level prior to taking the End Point Assessment.

Requirements: Knowledge, Skills and Behaviours
Below are examples of what the Level 3 Team Leader/Supervisor includes. By selecting specified units, learners can also work towards achievement of the CMI Diploma in First Line Management and in doing so they will also have covered most of the Knowledge and Skills required for the Level 3 Team Leader/Supervisor Standard. Learners will be supported by Skills Training UK to achieve this professional affiliation alongside the Apprenticeship Standard.

Knowledge and Skills

- Interpersonal Excellence – managing people and developing relationships
  - Leadership People – for example understand different leadership styles and develop the skills to support people and improve performance
  - Managing People – for example understand people and learn management models, team dynamics and motivation techniques and develop skills for setting operational and personal goals

- Building Relationships – for example understand approaches to customer and stakeholder relationship management and develop skills for effective negotiation and influencing

- Communication – understand different forms of communication and the application and develop the skills and ability to communicate effectively, including change meetings

- Organisational Performance – delivering results
  - Operational Management – understand how organisational strategy is developed and

Training in a different class

At Skills Training UK we go further in fully understanding what it is that our employer clients want to achieve from their training. We work as their partner in delivering on that vision, developing stronger employees who work well as individuals and as part of a team.

New Apprenticeship Standard

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training in a different class

Please get in touch
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www.skillstraininguk.com

This training is for team leaders/apprentices with a first line management role in private, public or third sector organisations. They will have operational/professional responsibilities or responsibilities for managing a team.

Their key responsibilities likely will 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 Roles: Supervisor, Team Leader, Project Officer, Shift Supervisor and Shift Manager.

Professional Qualifications and Recognition
Junior managers will additionally be able to select relevant units which lead to the achievement of the CMI Level 3 Diploma in First Line Management. On completion, they may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of Leadership and Management. This will support their professional career development and progression.

Employer Commitment
An employer must be prepared to provide the learner with the opportunity to carry out work and be part of projects which will enable the learner to produce substantial evidence towards their qualification.

In order to ensure the successful progression of the learner we request that employers participate in joint reviews of the learner’s progress at regular intervals. This ensures continued and positive progress through the apprenticeship. It will also provide the opportunity for the learner to discuss and agree how any issues are to be resolved and how additional enhancing and challenging activities can be built in.

Duration
Typically this training programme will take 12 to 18 months to complete.

Training and Support from Skills Training UK

The learner will have a dedicated trainer-assessor who will visit them on-site at least once per month in order to support their learning, development of competency and generation of evidence. This will also be supported with feedback and coaching, advice, guidance, advice, guidance and academic progress support.

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### Delivery Model

<table>
<thead>
<tr>
<th>Induction</th>
<th>Month 1</th>
<th>Month 2</th>
<th>Month 3</th>
<th>Month 4</th>
<th>Month 5</th>
<th>Month 6</th>
<th>Month 7</th>
<th>Month 8</th>
<th>Month 9</th>
<th>Month 10</th>
<th>Month 11</th>
<th>Month 12</th>
<th>Month 13</th>
<th>Month 14</th>
<th>Month 15</th>
<th>EPA</th>
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<tbody>
<tr>
<td><strong>Off the Job</strong></td>
<td>Assignment writing – ERR</td>
<td>Assignment writing – importance of self development</td>
<td>Assignment writing – behaviours of effective leaders</td>
<td>Assignment writing – developing your team</td>
<td>Assignment writing – building effective relationships</td>
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<td>Assignment writing</td>
<td>Assignment writing</td>
<td>Prepare for presentation</td>
<td>Practice presentation</td>
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</tr>
<tr>
<td><strong>Teaching and Learning</strong></td>
<td><strong>Trainer</strong></td>
<td><strong>Assessor</strong></td>
<td>Induction</td>
<td>Employment rights – ACAS, Equality Act</td>
<td>Developing self – sources of development, 360 reviews, SWOT analysis, PDP action plans</td>
<td>Leading people – responsibilities, inclusivity, agility and professionalism</td>
<td>Managing people – developing and supporting a high performing team, SMART targets, Appraisals</td>
<td>Building relationships – trust and respect, negotiation and influencing skills, motivational theory</td>
<td>Communication in a business environment – written and verbal communications, chairing, meetings and team presentation skills.</td>
<td>Operational management – turning goals into KPIs, continuous improvement, monitoring and evaluation of key objectives</td>
<td>Project management – planning a project, setting goals and actions, use of project management tools, contingency and disaster management</td>
<td>Finance – monitoring budgets, compliance and fiscal control, value for money and decision matrix</td>
<td>Managing self – goal setting, urgent vs important, Prioritisation, time management techniques</td>
<td>Resource planning – identifying resources, implementing change, monitor and evaluate use of resources</td>
<td>Making effective decisions, decision matrix, Review of PDP</td>
<td>Meeting stakeholder needs – identifying stakeholders, power levels of stake holders</td>
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<tr>
<td><strong>Expected hours</strong></td>
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<tr>
<td><strong>Self-Study</strong></td>
<td>Learner</td>
<td>Online research and study – ACAS, employment rights</td>
<td>Online research and study – SWOT</td>
<td>Online research and study – Leadership vs Management</td>
<td>Online research and study – SMART targets or KPIs?</td>
<td>Online research and study – Negotiation and influencing skills</td>
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<tr>
<td><strong>Employer/On Site Employer/ Learner</strong></td>
<td>1-1 with mentor, practical training, shadowing/ coaching</td>
<td>1-1 with mentor, practical training, shadowing/ coaching</td>
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