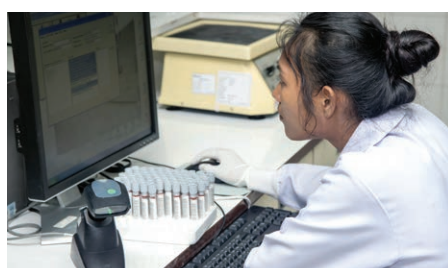


## Team Leader/Supervisor

**Level 3**

Skills Training UK is a leading independent apprenticeships training provider with a proven track record in partnering with NHS Trusts.

We are committed to helping you understand and use the opportunity of the Apprenticeship Levy to develop and deliver training which effectively supports your plans for patient-centred care and CQI.



This training is for team leaders/supervisors with a first line management role in NHS Trusts or other healthcare organisations. They will have operational/project responsibilities or responsibilities for managing a team.

Their 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.

### **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 throughout the apprenticeship. This ensures continued and positive progress through the apprenticeship. It will also provide the opportunity to discuss and agree how any issues are to be resolved and how additional stretching and challenging activities can be built in.

### **Duration**

Typically this training programme will take 13 to 18 months to complete.

### **Training and Support from Skills Training UK**

Each staff member has a dedicated trainer-assessor who will visit them within the work place at least once per month in order to support their learning, development of competency and generation of evidence. The knowledge modules and professional CMI qualification are delivered through formal teaching sessions and staff are supported between visits with information, advice, guidance and academic progress support. The trainer-assessor will work with the learner and their manager in order to ensure successful progression against all elements of the apprenticeship.

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## << Eligibility

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

Employees 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 qualification alongside the Apprenticeship Standard.

### Knowledge and Skills

- Interpersonal Excellence – managing people and developing relationships
  - Leading People – for example understand different leadership styles and develop the skills to support people and improve performance
  - Managing People – for example understand people and team 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 their application and develop the ability and skills to communicate effectively, including chairing meetings
- Organisational Performance – delivering results
  - Operational Management – understand how organisational strategy is developed and learn skills for creating team action plans and organising, prioritising and allocating work

- Project Management – understand the project lifecycle and roles and develop the ability to deliver a project including managing resources, identifying risks and issues
- Finance – understanding organisational governance and compliance and how to deliver value for money through budgeting and effective controls
- Personal Effectiveness – managing self
  - Self-Awareness – including how to be self-aware and the ability to reflect on own performance
  - Management of self – the ability to create an effective personal development plan and use time management techniques
  - Decision Making – understanding and using problem solving and decision making techniques, including analysing data to support decision making

### Behaviours

- Takes Responsibility – developing resilience and accountability, as well as determination when managing difficult situations
- Inclusive – being open, approachable and able to build trust with others
- Agile – developing flexibility, creativity and innovation skills
- Professionalism – being fair, consistent, impartial, open, honest and operating within organisational values

### Independent End Point Assessment

To successfully complete the Apprenticeship, the learner needs to pass an End Point Assessment. This assessment is an independent assessment which has several stages:

- A knowledge test using scenarios and questions
- A structured, competency based interview
- A portfolio – this is a collection of evidence from real work projects
- An interview – this is carried out via a face to face or skype call with an assessor from the end point assessment body, to verify the learner's knowledge and competence

The assessor from the End Point Assessment body will then decide whether to award a pass, a merit or a distinction