

# SUSTAINABLE TEAM LEADER OR SUPERVISOR

This training programme has been designed for those working in the business and management sector. Individuals work in a first line management role, with operational and project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. Team Leaders or Supervisors provide direction, instructions and guidance to ensure the achievement of set goals. They typically work in the private, public or third sector and in all sizes of organisations.

## Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

## The programme in brief

- Level 3
- Duration - 14 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Level 1 and 2 Functional Skills where appropriate
- End-Point Assessment



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## The learner journey

**1. 14 months on-programme** – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. You will be required to spend at least six hours a week on off-the-job training in order to meet the course requirements.

**2. Gateway** – After the 14 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

**3. End-Point Assessment** – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

## How your employees will learn

We want to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

We will facilitate the delivery of the learners End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

## Added value

In addition, this qualification will also incorporate elements of Understanding Climate Change, Sustainability and Environmental Protection, plus Resource Efficiency and Waste Management.

Take a look at our full [Apprenticeship Offer](#)

## What your employees will learn

### Knowledge:

Understanding leadership styles; organisational cultures; people and team management models; HR systems and legal requirements; performance management techniques; customer and stakeholder relationship management; support delivery of organisational objectives; different forms of communication; organisational strategy; operational and team plans and manage resources; data management and use of different technologies; project delivery; governance and compliance; monitoring budgets; self-aware and understand unconscious bias and inclusivity; time management techniques; problem solving and decision making; analysing data to support decision making.

### Skills:

Able to communicate organisation strategy and team purpose; support development; build high-performing teams; set operational and personal goals; negotiation and influencing skills; managing conflicts; share good practice; building relationships; communicate effectively; ability to organise, prioritise and allocate work; effectively use resources; collate and analyse data; create reports; monitor progress; use project management tools; governance and compliance; budget controls; personal effectiveness and managing self; use of problem solving techniques.

### Behaviours:

Drive to achieve in all aspects of work; demonstrates resilience and accountability; open, approachable, authentic, and able to build trust with others; flexible to the needs of the organisation; creative, innovative and enterprising when seeking solutions to business needs; positive and adaptable, responds well to feedback and need for change; sets an example, and is fair, consistent and impartial; open and honest; operates within organisational values.

For more information visit: [Institute of Apprenticeships](#)