

Team Leader or Supervisor LEVEL 3

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.

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.

ST0384 Version 1.2

12 months minimum to gateway

LARS 105

EQA Ofqual

Grading Pass/Distinction/Fail

Gateway Requirements

- Level 2 Functional Skills - English and Maths
- Behaviours
- Occupational Competence
- Portfolio of Evidence

Assessment Methods

Professional Discussion:

- A professional discussion which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. The discussion will last for 60 minutes and is based around the portfolio of evidence. The apprentice will upload their portfolio to ACE360 at gateway. The portfolio should provide at least one piece of evidence for each of the knowledge, skills, and behaviours.

Presentation with questions and answers:

- The presentation should provide a summary of the apprentice's role as a team leader and what they do and how this is relevant to their role and organisation. It should focus on how they tackle current topics and will cover all KSBs assigned to this method.
- The assessment will take 50 (+/- 10%) minutes, allowing 20 minutes for the presentation, with a further 30 minutes for a Q&A session.

Registration on ACE360

On programme delivery

Gateway

Assessment

Certification

