

# TEAM LEADER

## Level 3

 17 Months

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.

### FUTURE OPPORTUNITIES

- Supervisor
- Team Leader
- Project Officer
- Shift Supervisor
- Shift Person
- Foreperson

### STANDARD THEMES

- Team Performance and People Management
- Operational Planning
- Stakeholder Relationships
- Managing Change
- Improvements and Recommendations
- Technology and Data
- Project Planning
- Contributing to a Project
- Problem Analysis and Conclusions
- People and Relationships
- Future Plans and Opportunities

### PROGRAMME OF STUDY

- Off-the-Job Training Logged
- Portfolio of Evidence - referenced to KSBS
- Level 2 Functional Skills Maths - if required
- Level 2 Functional Skills English - if required



## KNOWLEDGE & SKILLS

- People Management
- Project Management
- Problem Solving
- Change Management
- IT Software
- Sustainability/Net Carbon Zero
- EDI/Equity in the workplace
- Reducing Energy Consumption
- Building relationships
- Interpreting Data
- Time Management

## BEHAVIOURS

- Professionalism
- Supports inclusive culture
- Accountability
- CPD
- Flexible & Adaptable



## RESULTS

100%  
Qualification Pass Rate

---

71.4%  
Distinction Rate

---

100%  
First Time Pass Rate

---

## EXCELLENT

Reviews from employers  
and learners on 'Find an  
Apprenticeship'



# END POINT ASSESSMENT (EPA) REQUIREMENTS

## PRESENTATIONS WITH QUESTIONS

In the presentation with questions, the apprentice delivers a presentation to an independent assessor on a set subject.

- The topic will be set post gateway by the end point assessment organisation
- The presentation must be submitted to the EPAO by the end of week 4 of the EPA period, the presentation will be reviewed by the end point assessor who will then provide on weeks' notice of the live assessment
- The presentation and questions must last 50 minutes. This will typically include a presentation of 20 minutes and questioning lasting 30 minutes.
- The independent assessor will ask at least 5 questions

**The presentation should cover the following themes:**

- Data collection and benchmarking
- Problem analysis and conclusions
- People and relationships
- Future plans and opportunities

## PROFESSIONAL DISCUSSION UNDERPINNED BY A PORTFOLIO OF EVIDENCE

This is a two-way discussion between the independent assessor and apprentice, both actively listening and participating in a professional, formal conversation.

**The duration of the professional discussion will be a minimum of 60 minutes covering the following areas:**

- Managing and leading a team
- Organisational governance
- Operational planning
- Stakeholder relationships

The portfolio of evidence will be available and can be referred to by both parties during the professional discussion.

The portfolio of evidence, generated on programme, will contain key evidence which must be clearly mapped to the related KSBs.

The portfolio of evidence underpins the professional discussion and is not formally assessed or graded.

## EPA GRADES

- Fail
- Pass
- Distinction

