

TQUK APPRENTICESHIPS CAN TAKE YOU EVERYWHERE

DESTINATION: TEAM LEADER / SUPERVISOR APPRENTICESHIP

1 CHOOSE YOUR DESTINATION

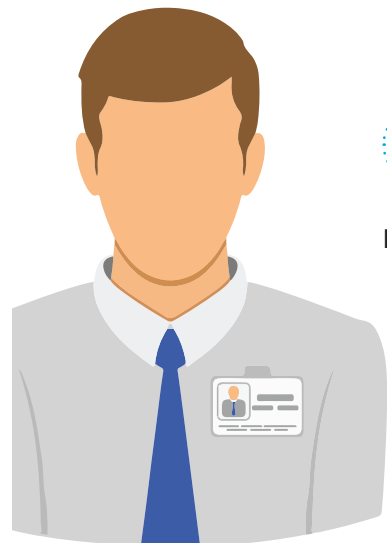
Where do you want to go?

TEAM LEADER / SUPERVISOR APPRENTICESHIP

Team leader/supervisors are natural leaders. They manage people, operations, projects and more to deliver tangible outcomes for their company. As a team leader/supervisor, a successful apprentice will be in charge of determining their team's direction and utilising their best qualities to achieve the company's goals.

The ability to lead and supervise a team is applicable to almost every industry. People who complete this apprenticeship will have skills to take them into a wide range of positions in the public, private and third sectors.

An apprentice's key duties could include, but are by no means limited to, supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems and building relationships within and outside the business.



2 TRAVEL AGENTS

Everything in order?

INITIAL ASSESSMENT PLAN

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

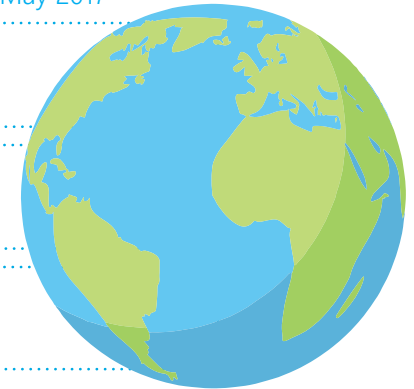


*£5,000 from May 2017

Funding Band: 7*

Duration: 12-18 months

Level: 3



3 PREPARE YOUR LUGGAGE

Bring together the essentials for your trip!

ON-THE-JOB AND OFF-THE-JOB TRAINING

This is where the entire apprentice's training and development takes place. They will be busy making sure they have packed all the essential items to complete their journey. This may include a qualification if it is identified as a requirement in the standard.

Throughout the apprenticeship, the apprentice will be assessed on your knowledge, skills and behaviours in a fashion agreed between the training provider and employer. During the tailored training course, the apprentice will need to undergo an on programme assessment of knowledge, skills and behaviour before their final synoptic end-point assessment takes place.

Recommended programme (not required)

- The completion and achievement of a relevant Level 3 Diploma in Management or equivalent management qualification recognised by Ofqual equating to at least 370 hours Total Qualification Time (37 credits); or training providing underpinning knowledge; or training with regular assessments to an equivalent standard, quality and scope that can be evidenced
- Registration with a relevant professional body to provide access to management resources, wider networks and CPD activities
- Regular performance reviews undertaken by the employer
- Development of a portfolio of evidence including reports, assignments, evidence of tasks undertaken, demonstrations, presentations
- Observations (recorded by the training provider)
- Ongoing professional discussions between the apprentice and the training provider relating to projects and assignments (recorded by the training provider)
- Feedback from the line manager, direct reports and peers including 180/360 degree feedback approaches

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CHECK IN

Are you ready to fly?



GATEWAY

Apprentices without Level 2 English and maths will need to achieve this level prior to taking the end-point assessment. The apprentice's line manager (employer) will make the decision when they are ready based on their competence and performance. This decision will be supported by input from the training provider.

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AIRPORT SECURITY

The final hurdle before flight.

END-POINT ASSESSMENT

There are four assessment elements for the end-point assessment:

Knowledge Test (30%)

This portion of the end-point assessment is designed to test the apprentice's knowledge of what they've learned throughout the apprenticeship. A series of different scenarios and situations will be used that will require responses demonstrating their knowledge of the particular topic. The test may be delivered online or may be paper-based and will likely be multiple choice. The Apprentice Assessment Organisation will set out the test specification including the number of questions to be included, time allowed and conditions for invigilation. The test difficulty will be approximately the same as achieving a Level 3 Diploma or equivalent.

Structured Competency-Based Interview (30%)

This is an interview between the apprentice and the independent apprentice assessor. Knowledge requirements and their application will be tested using a structured series of questions to assess the apprentice's knowledge to ensure all aspects are given coverage. The interview can be conducted using a range of media (telephone interview, live media, online or written).

Professional Discussion of CPD Activity (20%)

The apprentice will provide evidence of any additional learning/CPD undertaken during the apprenticeship, which will include activity undertaken during the Level 3 Diploma, including any assignments or projects, details of any formal or informal learning undertaken and details of any professional discussions undertaken or support provided through Professional Bodies. The Independent Assessor will undertake a Professional Discussion with the apprentice to identify the objective of the activity and reflect on the outcome and how learning gained was applied.

Submission of Portfolio (20%)

The apprentice will compile a portfolio of evidence that will be reviewed and assessed by the independent assessor, who makes a judgement on the quality of the work. It will comprise a collection of evidence (preferably in an online portfolio with written, audio and video evidence) which might include:

- Written statements
- Reports
- Presentations
- Performance reviews between employer and apprentice
- Observations (recorded by the training provider)
- Ongoing professional discussions between apprentice and training provider relating to projects and assignments (recorded by the training provider)
- Feedback from line manager, direct reports and peers including 180/360 degree feedback approaches

The evidence contained in the portfolio will be a range of materials and documents generated over the period of the apprenticeship and which provide evidence of your ability to apply and demonstrate team leading and management concepts.

Overall Grading

The Independent Assessor will award marks based on their assessment of the structured competency based interview and scenario test, written portfolio, and Professional Discussion relating to CPD activity.



END-POINT ASSESSMENT EVIDENCE	Weighting	Maximum Mark	Minimum Mark
Knowledge Test	30%	30	15
Structured competency-based interview	30%	30	15
Submission of Portfolio	20%	20	10
Professional discussion of CPD activity	20%	20	10

GRADE	Total Mark
Distinction	70+
Merit	60+
Pass	50+
Fail	Less than 50

6 TRAVEL *Almost at your destination!*

COMPLETION AND CERTIFICATION

You're on the plane and travelling towards your destination. Once the assessor verifies you've successfully completed all end-point assessments, TQUK will initiate the certification process. Working with the Skills Funding Agency, we will ensure the apprentice receives their certificate in recognition of completing their apprenticeship.

7 HIT THE BEACH *You're ready to go!*

OCCUPATIONAL COMPETENCE

On completion, the apprentice may choose to register as Associate members with the Chartered Management Institute and/or the Institute of Leadership & Management, to support their professional career development and progression.

