



UP
TO **£5k**
GOVERNMENT
FUNDING BAND

TYPICAL
DURATION **12-18mth**
APPRENTICESHIP
PROGRAMME

level 3
A LEVEL EQUIVALENT

team leader/ supervisor.

Apprenticeship Standard NCFE Solution Brief

Overview

Supervising, guiding and motivating, an effective Team Leader ensures staff are motivated to perform well and achieve team goals. Closing the skills gap of this vital management tier is the key to building a high performance organisation and represents an important investment in developing tomorrow's senior leaders.

Your apprentice will undergo a 12-18 month apprenticeship training programme at Level 3, during which the focus is on developing 3 key skills areas: managing people and developing relationships; organisational performance – delivering results; and personal effectiveness – managing self.

Role profile

A Team Leader/Supervisor is a first line management role with operational/project responsibilities or responsibility for managing a team to deliver clearly defined outcomes.

Providing direction, instructions and guidance to ensure the achievement of set goals, specific responsibilities may vary but the knowledge, skills and behaviours required to undertake this role are universal – regardless of the size of the organisation Team Leaders operate within, or whether they work in the private or public sector.

Key job responsibilities include: supporting, managing and developing team members, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.



apprenticeship journey.



Mock Assessments

Ensuring everyone has the most accurate expectations of end-point assessment (EPA) is essential. Providing mock assessment materials and guidance on all of our assessment methodologies, we empower providers and apprentices to structure learning towards the EPA format to ensure the best chance of success.



Gateway

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and apprentice. The apprentice must have achieved all the required on-programme elements before they enter Gateway. We provide a Gateway guide to all of our providers to support them with this process. This ensures that the apprentice is only put forward when they are ready and comfortable to take the EPA.

1

2

end-point assessments.



Multiple Choice Questions

30%

Using a series of scenario-based questions, apprentices are required to demonstrate their knowledge of leadership and management in relation to specific topics.



ASSESSMENT DELIVERY – digital first, on-demand delivery via an online platform.



GRADE WEIGHTING – 30% of final mark, with a maximum of 30 marks available and requiring a minimum of 15 marks to pass the assessment.



Competency-based Interview

30%

The IEPA uses a structured series of questions to test the knowledge and application of learning relating to leading and managing people, building relationships, project management and so forth. This is a great opportunity to assess behaviours and soft skills while allowing apprentices to demonstrate their style.



ASSESSMENT DELIVERY – digital first, on-demand delivery via NCFE's online platform, where appropriate, to the apprentice and employer.



GRADE WEIGHTING – 30% of final mark, with a maximum of 30 marks available and requiring a minimum of 15 marks to pass the assessment.



End-Point Assessment

Defined by the employer-led trailblazer action group, the assessment plan for Team Leader/Supervisor has 4 methods of assessment: Multiple Choice Questions (MCQ), Competency-based Interview, Portfolio of Evidence and Professional Discussion relating to CPD activity. NCFE will ensure the appropriate allocation of the Independent End-Point Assessor (IEPA) to see each apprentice through all methods of assessment and assure consistent quality of assessment.



Certification

Once the IEPA verifies that the apprentice has successfully completed all EPAs, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate – a worthy recognition of their hard work and achievement and the currency that can help further their career.

3

4



Portfolio of Evidence

20%

The apprentice carries out work defined by their employer, assembling a Portfolio of Evidence that demonstrates learning and development activities and their application in the workplace. This will include written, audio and video evidence that showcases their on-programme learning and achievements.



ASSESSMENT DELIVERY – digital first, created on-programme, submitted and reviewed by the IEPA via an e-portfolio.



GRADE WEIGHTING – 20% of final mark, with a maximum of 20 marks available and requiring a minimum of 10 marks to pass the assessment.



Professional Discussion relating to CPD activity

20%

In this concluding assessment module, the IEPA leads a discussion to uncover additional evidence of personal development activities and how this learning was applied to the role and workplace.



ASSESSMENT DELIVERY – digital first, on-demand delivery via an online video conference platform.



GRADE WEIGHTING – 20% of final mark, with a maximum of 20 marks available and requiring a minimum of 10 marks to pass the assessment.

Grading

Marks are awarded based on how the evidence presented across all assessment modes contributes to:

- what the apprentice has shown they can do against the requirements of their job role
- how the apprentice has approached their work and learning, and the way they have completed the tasks
- who the apprentice has worked with, demonstrating the interpersonal qualities they have brought to all their work relationships.

It is essential to gain the minimum marks in all four assessment modes in order to pass overall; under 50 marks is a fail, over 50 is a Pass, over 60 is a Merit and over 70 is a Distinction.



Progression

Once the Level 3 Team Leader/Supervisor Apprenticeship is complete, the learning doesn't stop. NCFE offers a full suite of programmes designed to take your apprentice onward up the career ladder. Their next steps are Operations/ Departmental Manager (Level 5) and Chartered Manager (Level 6).



Delivery and pricing

NCFE is committed to offer value for money, high quality EPAs. Our 'digital first' approach provides flexible assessment methods for apprentices that limit the impact on the productivity of their working day. This enables us to provide the EPA for Operations Manager at a highly competitive rate. For levy payers within their digital account limit, 100% of this price is covered by government funding. For non-levy payers, 90% is covered and just 10% requires an employer contribution.

100%

of the price is covered with government funding for levy payers within their limit.

10%

employer contribution for non-levy payers.

why ncfе?

With over 170 years of assessment experience, we're a 'digital first' apprenticeship assessment organisation, making use of innovative new technology approaches to enhance the delivery and management of EPA. Recognised in The Times Top 100 not-for-profit companies listing 5 years in a row and placed in the Top 50 companies for customer service, you can trust NCFE to support your apprenticeship journey. As an Awarding Organisation, we're regulated by the Office of Qualifications and Examinations Regulation (Ofqual) in England, the Qualification Wales in Wales, and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

let's get to work.

visit: ncfe.org.uk/epa | call: 0191 240 8950 | email: epa@ncfe.org.uk