



FIRST LINE MANAGERS

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Apprenticeships



Team Leader or Supervisor Apprenticeship (Level 3)

LEADERSHIP APPRENTICESHIPS



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.

Who is this apprenticeship for?

Our apprenticeship is ideal for people newly employed or promoted to a leadership role. It delivers a structured training program designed to develop individuals into effective team leaders or supervisors. Typical roles; Supervisor, Team leader, Project officer, Shift supervisor, Foreperson, and Shift manager.

Core Skills Development:

- Leadership and Management: Techniques and strategies for leading a team, managing people, and understanding team dynamics.
- Communication: Effective communication methods, including active listening, giving feedback, and conflict resolution.
- Project Management: Basics of planning, executing, and monitoring projects.
- Problem-Solving: Approaches to identifying issues and implementing solutions.

Topics covered:

- Leading people
- Managing people
- Building relationships
- Communication skills
- Resolving problems
- Operational management
- Project management
- Finance & budgets
- Decision making
- Taking responsibility



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