

Training provided by

IMPACT
FUTURES



Level 3 Team Leader/ Supervisor

Managing teams and projects
to achieve operational goals

 **Home Instead.**
To us, it's personal



Team leader / supervisor apprenticeship standard

This level 3 apprenticeship training programme develops focused, high achieving, and knowledgeable leaders who realise excellent results. It is suitable for those taking their first step into line management, as well as those who are experienced in managing a team or a project with clearly-defined outcomes.

You will learn valuable methods to improve performance and will undertake training to develop your skills, knowledge and behaviours in a number of areas that are considered essential aspects of leadership, such as managing people, developing relationships, delivering results and managing yourself.

Once completed, you can become an associate or member of the Institute of Leadership and Management or Chartered Management Institute. With experience, you could also progress onto our Operations/Departmental Manager apprenticeship programme.

Entry requirements

You must have been a UK, EEA, or EU resident for at least the past three years to undertake this training programme.

In addition, you must be able to commit to the full length of the programme, and be able to meet the programme modules through your job role.

If you do not have a level 2 or equivalent in Maths and English, you will be required to work towards achieving these qualifications as part of your apprenticeship.

What is the duration and how will you learn?

Over the duration of 18 months, you will receive a combination of face-to-face and online training and support.

You will undertake an online assessment that will help us to understand your learning style and needs, then we will tailor your learning experience accordingly.

We ensure that you stay on track to complete your programme on time by managing your progress through our state-of-the-art e-portfolio system, Aptem.

Off the job training

As part of the apprenticeship, alongside your job role, a minimum of **6 hours per week** of your time in work must be dedicated to improving new skills, knowledge and behaviours.

This can be any time devoted to learning and improving new skills, knowledge and behaviours without interruption. This includes the following learning methods:



Online teaching



Digital learning resources



One to one tuition



Workplace assessment



“One person caring about another represents life’s greatest value.”

End-point assessment (EPA)

Learnt knowledge, skills and behaviours will be assessed by an independent assessor in your end-point assessment (EPA). This typically involves elements such as:



Professional discussion underpinned by a portfolio of evidence



Presentation and Questioning

Your apprenticeship journey



You will learn how to:



Deliver results

- ✓ Understand management approaches and models, including creating plans to deliver objectives and setting Key Performance indicators (KPIs)
- ✓ Understand business finance, including organisational governance and compliance
- ✓ Provide reports, considering the financial implications of your decisions and adjusting your approach accordingly
- ✓ Understand problem-solving and decision-making techniques
- ✓ Analyse data to support decision-making
- ✓ Implement operational and team plans
- ✓ Manage resources and change



Manage people and develop relationships

- ✓ Understand different leadership styles and the benefits of coaching to improve performance
- ✓ Understand people and team management models, including team dynamics and motivation techniques
- ✓ Communicate organisational vision and goals and how these apply to teams
- ✓ Build a trusting, high-performing team and motivate them to achieve
- ✓ Manage conflict



Manage yourself

- ✓ Understand the impact you make on the organisation, and understand emotional intelligence
- ✓ Comprehend different behaviour styles
- ✓ Understand time management techniques and tools to manage workload and pressure
- ✓ Create a personal development plan, and be able to reflect on your own performance, working style and its impact on others
- ✓ Take responsibility and be flexible to your organisation's needs
- ✓ Operate within your organisation's values

Making an impact, now and in the future

Your career is a path, not a programme. We want to understand your career goals for the future now, so that we're best placed to assist, guide and inform you on your options.

Where do I see myself in my career in 12 months?

What support do I need to get there?

What targets and milestones can I set now to aid me in achieving this?



The next level

If you want to up-skill further upon completing this programme, consider our level 5 leader in adult care apprenticeships.

Make an impact

Impact Futures are Home Instead's preferred apprenticeship provider.

We're all about making an impact, be that individuals making an impact through their day-to-day work, or by organisations making their impact on our economy.

For more information about this apprenticeship, or any other available programmes, contact Home Instead's dedicated Client Relationship Manager, Charlotte Keyworth:

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Each Home Instead franchise office is independently owned and operated.

