

# APPRENTICESHIP SKILLS SCAN. LEVEL 3 TEAM LEADER/SUPERVISOR APPRENTICESHIP

For Training Providers and Employers

Apprentice Name:		Company:	
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To achieve the Team Leader/Supervisor Apprenticeship, you will need to achieve all elements of the apprenticeship Standard. You may have knowledge skills and experience that can be evidenced already. This document is to help you to identify skills you already have and more importantly what you need to complete the apprenticeship programme. You should complete this form with your employer and share with your training provider.

Knowledge & Skills	CMI Internal Reference	Learning Outcomes	Competency ✓				Training Identified	Comments
			1	2	3	4		
Operational Management (Know and understand)	A1	How organisational strategy is developed						
	A2/A3/A4	How to implement operational/team plans and manage resources and approaches to managing change within the team.						
	A5	Data management and the use of different technologies in business						

## Competency Key

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<b>Operational Management (Skills: be able to)</b>	A6	Communicate organisational strategy and deliver operational plans, translating goals into deliverable actions for the team, and monitoring outcomes						
	A7/A8	Ability to organise, prioritise and allocate work, and effectively use resources.						
	A9	Collate and analyse data, and create reports						
	A10	Adapt to change, identifying challenges and solutions.						
<b>Project Management (Know and understand)</b>	B1	The project lifecycle and roles						
	B2/B3/B4	How to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools						
<b>Project Management (Skills: be able to)</b>	B5	Organise, manage resources and risk and monitor progress to deliver against the project plan						
	B6	Use relevant project management tools, and take corrective action to ensure successful project delivery						
<b>Finance (Know and understand)</b>	C1/C2	Organisational governance and compliance, and how to deliver Value for Money.						
	C3	How to monitor budgets to ensure efficiencies and that costs do not overrun						
<b>Finance (Skills: be able to)</b>	C4	Apply organisational governance and compliance requirements to ensure effective budget controls						
<b>Communication (Know and understand)</b>	D1	Different forms of communication and their application						
	D2/D3/D4	Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns						
<b>Communication (Skills: be able to)</b>	D5/D6/D7	Communicate effectively (verbal, written, digital), chair meetings and present to team and management.						
	D8	Use of active listening and provision of constructive feedback.						

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<b>Leading People (Know and understand)</b>	E1/E2	Different leadership styles and the benefits of coaching to support people and improve performance.						
	E3	Understand organisational cultures, equality, diversity and inclusion						
<b>Leading People (Skills: be able to)</b>	E4/E5	Communicate organisational strategy and team purpose, and adapt style to suit the audience						
	E6	Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively.						
<b>Managing People (Know and understand)</b>	F1	People and team management models including team dynamics and motivation techniques						
	F2F3/F4	HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.						
<b>Managing People (Skills: be able to)</b>	F5	Build a high-performing team by supporting and developing individuals, and motivating them to achieve						
	F6/F7	Set operational and personal goals and objectives and monitor progress, providing clear guidance and feedback.						
<b>Building Relationships (Know and understand)</b>	G1/G2/G3	Approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict						
	G4	Facilitate cross team working to support delivery of organisational objectives						
<b>Building Relationships (Skills: be able to)</b>	G5/G6/G7	Build trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts.						
	G8/G9	Input to discussions and provide feedback (to team and more widely), and identify and share good practice across teams						
	G10	Building relationships with customers and managing these effectively						
<b>Awareness of Self</b>	H1	How to be self-aware and understand inclusivity and unconscious bias and inclusivity						

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<b>(Know and understand)</b>	H2/H3/H4	Learning styles, feedback mechanisms and how to use emotional intelligence						
	H3	Feedback mechanisms						
	H4	Emotional intelligence						
<b>Awareness of Self (Skills: be able to)</b>	H5/H6	Reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.						
<b>Management of Self (Know and understand)</b>	I1/I2	Time management techniques and tools, and how to prioritise activities and approaches to planning						
<b>Management of Self (Skills: be able to)</b>	I3/I4	Create an effective personal development plan, and use time management techniques to manage workload and pressure.						
<b>Decision Making (Know and understand)</b>	J1/J2/J3	Problem solving and decision making techniques, and how to analyse data to support decision making.						
<b>Decision Making (Skills: be able to)</b>	J4/J5/J6	Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.						
<b>Behaviours</b>								
<b>Takes Responsibility</b>	K1	Drive to achieve in all aspects of work						
		Demonstrates resilience and accountability						
		Determination when managing difficult situations						
<b>Inclusive</b>	K2	Open, approachable, authentic, and able to build trust with others						
		Seeks the views of others						
<b>Agile</b>	K3	Flexible to the needs of the organisation						

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		Is creative, innovative and enterprising when seeking solutions to business needs						
		Positive and adaptable, responding well to feedback and need for change						
Professionalism	K4	Sets an example, and is fair, consistent and impartial						
		Open and honest						
		Operates within organisational values						

Signed (Supervisor).....

Name.....

Signed (Apprentice).....

Date.....

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