
On Programme Content

Team Leader or Supervisor Apprenticeship Standard

Level 3

ILM Team Leader or Supervisor Apprenticeship Standard - Level 3

Course	Topic	Task Page	Task Page	Task Page	Task Page	Task Page	Task Page	Task Page
Team Leader or Supervisor Induction	Induction	Introduction	Health and Safety	Safeguarding and PREVENT	British Values			
ILM Level 3 Diploma for Managers	Leading People	Different Leadership Styles	The Role of Coaching in the Workplace	The Importance of Organisational Culture	Equality, Diversity and Inclusion in the Workplace	Putting Knowledge into Practice (Leading People)	End of Unit Assessment (Leading People - Skills)	
	Managing People	Management Models	Human Resource Procedures and Legal Requirements	Performance Management of Individuals	Putting Knowledge into Practice (Managing People)	End of Unit Assessment (Managing People - Skills)		
	Building Relationships	Approaches to Customer and Stakeholder Relationship Management	Cross-Team Working	Importance of Emotional Intelligence	Conflict Management in the Workplace	Putting Knowledge into Practice (Building Relationships)	End of unit Assessment (Building Relationships – Skills)	
	Communication	Different Forms of Communication and their Application	How to Chair a Meeting	Managing Challenging Conversations	Putting Knowledge into Practice (Communication)	End of unit Assessment (Communication Skills)		
	Operational Management	How Organisational Strategy is Developed	Implementing Operational Plans	Managing Change within a Team	Managing Data in the Workplace	Putting Knowledge into Practice (Operational Management)	End of unit Assessment (Operational Management – Knowledge)	End of unit Assessment (Operational Management – Skills)
	Project Management	Project Lifecycle and Roles	How to Deliver a Project	How to Manage Project Risks and Issues	Putting Knowledge into Practice (Project Management)	End of unit Assessment (Project Management – Knowledge)	End of unit Assessment (Project Management – Skills)	
	Finance	Finance-Related Governance and Compliance	How to Deliver Value for Money	How to Set and Monitor Budgets	Putting Knowledge into Practice (Finance)	Putting Knowledge into Practice (Operational Management)	End of unit Assessment (Finance – Knowledge)	End of unit Assessment (Finance – Skills)

ILM Level 3 Diploma for Managers	Self-Awareness	How to be Self-Aware	Inclusivity and Unconscious Bias	Different Learning Styles	Feedback Mechanisms	Putting Knowledge into Practice (Self-Awareness)	End of unit Assessment (Self - Awareness)
	Management of Self	Personal Development Planning	Creating an Effective Personal Development Plan	Maintaining a CPD Log	Time Management Tools and Techniques	Putting Knowledge into Practice (Management of Self)	End of unit Assessment (Management of Self)
	Problem Solving and Decision Making	Problem Solving and Decision Making Techniques	Escalating Issues when Required	Putting Knowledge into Practice (Problem Solving and Decision Making)	End of unit Assessment (Problem Solving and Decision Making)		
	Practice Online Assessments	Practice Assessment – Leading and Managing People (Knowledge)	Practice Assessment – Communication and Building Relationships (Knowledge)				

Team Leader, Supervisor End-point Assessment*	End-point Assessment	Introduction	Portfolio of evidence	Knowledge Test	Structured competency-based interview	Professional discussion
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Functional Skills Qualification in English at Level 2 (optional)	Introduction	Initial Assessment	
	Speaking, Listening and Communication	Speaking, Listening and Communication Learning Resources	Speaking, Listening and Communication Ready for Test?
	Reading	Reading and Learning Resources	Reading Ready for Test?
	Writing	Writing Learning Resources	Writing Ready for Test?

Functional Skills Qualification in English at Level 2 (optional)	Learning Resources	Initial Assessment Results	Averages and range	Collect, organise and represent data	Collect, organise and represent information	Extract and interpret information	Probability	Area, perimeter, volume and scale	Length, weight and capacity	Money and time	Shape and space
		Temperatures and time	Addition and subtraction	Decimals and percentages	Fractions and decimals	Multiplication and division	Whole numbers	Ready for Test?			
Reviews (optional)	Reviews	Review 1	Review 2	Review 3	Review 4	Review 5	Review 6	Review 7	Review 8	Review 9	Review 10

* This unit is only included if ILM is chosen as the End-point Assessment Organisation