

# TCHC GROUP LIMITED

## TEAM LEADER OR SUPERVISOR

LEVEL 3 STANDARD

# ABOUT US

TCHC Group Limited have been a leading provider of skills training and provision for 17 years, delivering our vision of transforming the lives of individuals by being the first-choice provider for exceptional provision of employment, skills, apprenticeships and business support.

To date, we have helped 270+ employers to access our apprenticeship services and 1000+ apprentices to develop their careers.

## What is an Apprenticeship?

An apprenticeship is a form of employment while studying for a core set of skills that will upskill an individual and provide them with a qualification that can help boost their career goals. As an employee, an apprentice is entitled to the same rights as a contracted employee with full time pay (wage is determined by the employer) with holiday leave and statutory sick pay.

## What is Team Leader/Supervisor?

A Team Leader / Supervisor is a first line management role, with operational, project or team leading responsibilities to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals.

## Typical Job Roles

- Supervisor
- Team Leader
- Project Officer
- Shift Supervisor
- Foreperson
- Shift Manager
- General Manager
- Store Manager
- Store Supervisor
- Store Team Leader

## ELIGIBILITY:

- Candidate must have resided in the EU for the last 3 years
- Must be employed working at least 30 hours
- Must not be enrolled in any other government funded training
- Must not have attained a qualification that supersedes the desired apprenticeship programme

# DELIVERY MODEL

**Where does the programme take place:**

Currently remote delivery through Microsoft Teams.

**When are sessions booked:**

1st session booked at induction and then after previous sessions.

**Is there a schedule for the entire programme:**

No dedicated schedule for the whole programme regarding dates and times as typically we arrange sessions after the previous session. We will have lesson plans scheduled for each session but this is only viewed by the Learning Coach.

**Frequency of sessions:**

Once a month, typically 3 hours per session.

# CONTENT

Knowledge, Skills and Behaviours (KSB's) are the main aspects of assessing an apprentice's competency within their occupation of employment.

## Knowledge

- Leading People
- Managing People
- Building Relationships
- Communication
- Operational Management

## Skills

- Project Management
- Finance
- Awareness of Self
- Management of Self
- Decision Making

## Behaviours

- Takes Responsibility
- Inclusive
- Agile
- Professionalism

## Functional Skills

If you do not have a maths and English GCSE grade C or above they will be required to complete Functional Skills maths and English at level 2 during the Apprenticeship.

Any opportunity to apply to a recognised body within the profession.

The administration role may be a gateway to further career opportunities, such as management or senior support roles.

### **20% OFF THE JOB**

All Apprentices must have a minimum of 20% off-the-job training which needs to be completed within working hours. If training must, by exemption, take place in an evening, or outside of contracted hours, we would expect this to be recognised (for example, through time off in lieu). Your TCHC Dedicated Account Manager will help you agree the off-the-job training before the start of the apprenticeship.

# COURSE OUTLINE

1

## Initial Assessments Pre-enrolment

Initial Assessments  
English & maths

Team Leader/Supervisor Entry Assessment

2

## On-programme Learning Month 0-12

Knowledge, Skills and Behaviours

Functional Skills:\*

English Level 2  
Maths Level 2

3

## Gateway Month 12

Completed at least 12 months on-programme learning and attained at least the minimum knowledge, skills and behaviours detailed in the Standard

Achieved Functional Skills certificates at level 2 for English and maths\*

4

## End Point Assessment (EPA) Month 12-15

Knowledge Test  
(Examination) 30%

Structured Competency Based Interview  
(Interview) 30%

Submission of Portfolio  
(Portfolio) 20%

Professional Discussion  
(Discussion) 20%

*\*if you have already achieved GCSE grade C/grade 4 or above in English and maths, you may be exempt from this element.*

# END POINT ASSESSMENT (EPA)

The EPA takes place once you have completed your on-programme learning and your readiness to complete the apprenticeship has been determined. The EPA enables you to prove your competence in the role of a digital marketer and will be facilitated by an independent End Point Assessment Organisation (EPAO). Your employer and TCHC Learning Coach will guide you through your EPA and advise you on the best approach to take towards your assessment.

## What does the EPA consist of?

For the Customer Service Practitioner Level 2 course, you are required to complete three assessments. The three methods of assessment will build a cumulative picture of how well you have met the requirements of the apprenticeship standard. The overall grade you are awarded is a holistic judgement of all EPA requirements, none of the assessments are graded individually. In order to pass the apprenticeship, you must meet the expected level of quality in each assessment.

# What does the EPA consist of?

## KNOWLEDGE TEST

<b>Assesses:</b>	Knowledge of leading people, managing people, building relationships, communication, operational management, project management and finance.
<b>Assessment type:</b>	Examination
<b>Task:</b>	Answer a range of questions relating to pre-determined scenarios and situations.
<b>Assessment requirements:</b>	<ul style="list-style-type: none"> <li>• May be online or paper based</li> <li>• May be multiple choice</li> </ul>
<b>Marks available:</b>	30
<b>Weighting:</b>	30%

## STRUCTURED COMPETENCY BASED INTERVIEW

<b>Assesses:</b>	Knowledge and application of learning relating to leading people, managing people, building relationships, communication, operational management, project management and finance
<b>Assessment type:</b>	Interview
<b>Task:</b>	Complete a structured interview demonstrating knowledge and understanding of job role
<b>Assessment requirements:</b>	Can be conducted using a range of media (telephone interview, live media, online or written)
<b>Marks Available:</b>	20
<b>Weighting:</b>	20%

## PROFESSIONAL DISCUSSION

<b>Assesses:</b>	CPD, training and personal development activities and how learning was applied to the role and workplace
<b>Assessment type:</b>	Discussion
<b>Task:</b>	Identify the objective of the activity undertaken, reflecting on the outcome and how learning gained was applied
<b>Assessment requirements:</b>	Provide evidence of any additional learning/CPD undertaken
<b>Marks available:</b>	20
<b>Weighting:</b>	20%

## SUBMISSION OF PORTFOLIO

<b>Assesses:</b>	Application of knowledge and demonstration of skills and behaviours outlined within the apprenticeship standard
<b>Assessment type:</b>	Portfolio
<b>Task:</b>	Evidence of knowledge, skills and behaviours collected by tutor throughout course duration
<b>Assessment requirements:</b>	<ul style="list-style-type: none"> <li>• Online portfolio</li> <li>• Containing written, audio and video evidence</li> </ul>
<b>Marks available:</b>	20
<b>Weighting:</b>	20%

## Grading

<b>Distinction</b>	70% +
<b>Merit</b>	60 - 69%
<b>Pass</b>	50-59%
<b>Fail</b>	<50%



# FAQ's

## **Do I have to be in full-time employment to enrol onto this course?**

In order to enrol onto one of our courses, you must be employed a minimum of 30 hours per week. If you are not already employed in a role that meets our entry requirements, we will work with you to find a suitable role that supports your career aspirations.

## **If I apply for a job vacancy as part of my course how much will I be paid?**

Each vacancy we advertise is different and the salary you receive will be dependent on the employer, role and industry you apply for.

The roles we advertise are apprentice positions, however, we encourage our employers to pay above the NMW for apprentices and many of our positions include performance related incentives.

Further guidance on the NMW for apprentices can be found online at [www.gov.uk/nationalminimum-wage-rates](http://www.gov.uk/nationalminimum-wage-rates).

## **Will I be entitled to paid annual leave whilst studying?**

Throughout your programme you will be entitled to the same statutory leave entitlement and have the same right to Statutory Sick Pay (SSP) as other employees. To calculate your statutory leave entitlement please visit [www.gov.uk/holiday-entitlement-rights](http://www.gov.uk/holiday-entitlement-rights).

## **What happens if I fall behind?**

Your tutor will be closely monitoring your progress with regular reviews to ensure you are on track. If at any point your development is not where it should be, your tutor and employer will work with you to update your individual learning plan and ensure you get up to speed.

## **What happens if my employer doesn't allow me time to study?**

All employers are legally required by the UK Government to allow you 20% of your contracted working hours to study towards your course. If you are having difficulties with your employer, please speak to your learning coach.

## **What happens when I finish my course?**

At the end of your course, if we have placed you into your role, your employer will decide whether they will continue to employ you as a full-time member of staff and you'll have the opportunity to decide which steps you take next. Your tutor will talk to you about career progression and you may also wish to progress onto a further training course with TCHC Group.

# CONTACT US

Phone: **01923 698430**

Email: **info@tchc.net**

Visit: **www.tchc.net**

2nd Floor,  
21 Station Road,  
Watford,  
Hertfordshire,  
WD17 1AP



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