



**SPECIFICATION - LEVEL 3 TEAM
LEADER v1.4 (ST0384)**



Introduction

The Team Leader Level 3 apprenticeship develops the competence required to lead and manage individuals or teams to deliver operational plans and projects effectively. Apprentices will gain the skills to provide direction, guidance, and support, ensuring activities are carried out in line with organisational procedures, legislation, and agreed budgets. The role involves planning and monitoring workloads and resources, problem-solving, and building strong working relationships both internally and externally. Team Leaders work across a wide range of sectors and organisations, interacting with colleagues in various departments as well as customers, clients, and suppliers. Work may take place on-site, off-site, or in a hybrid environment.

Key Information	
Name	Team Leader ST0384
Level	3
Duration	15 months on-programme, 3 months EPA window
Funding Band	£5,000
Prerequisites and Entry Requirements	Before final assessment of the qualification, the Learner must be employed in a relevant role, meet Gateway requirements before taking the End-Point Assessment. have completed a portfolio of evidence and, if applicable, have passed the required Functional Skills. There are no mandatory qualifications required for this this End-Point Assessment.
Methods of Assessment	There are two assessment methods, presentation (with questions) and a Professional discussion (underpinned by a portfolio of evidence)
Grading	Learners will be assessed across all assessment components and awarded a grade of Fail, Pass, or, where applicable, Distinction. The results from each assessment method will be combined to determine the overall grade of a Fail, Pass. or Distinction. Grading combinations and criteria are set out in the End-Point Assessment Plan and associated guidance documents.
Link to assessment plan	Team leader / Skills England

End-Point Assessment Objective

The End-Point Assessment (EPA) confirms that the apprentice has achieved the required competence to work independently as a Team Leader. This includes the ability to manage and support individuals or teams, plan and deliver operational objectives, allocate and monitor resources, and apply relevant legislation, regulations, and codes of practice. Apprentices must demonstrate they can communicate effectively with a range of stakeholders, analyse data to inform decisions, and implement solutions that improve efficiency, equity, inclusion, and sustainability within their area of responsibility.

Programme Structure

Throughout the programme, apprentices will gain practical skills and underpinning knowledge in a variety of settings. They will be employed in a relevant role for a minimum of 15 months, during which they will compile a portfolio of evidence with support from their assessor. The assessor will monitor progress against the standard to ensure the apprentice is fully prepared for the EPA.

Available Support

Sample assessment materials for the presentation and professional discussion are available to approved training providers to support learner preparation and ensure consistency in delivery.

KSB Mapping Table

Knowledge	Assessment Method
K1 Performance management techniques.	Professional discussion
K2 How to identify the learning needs of others and solutions to address them.	Professional discussion
K3 Processes and policies which support the delivery of operational requirements.	Presentation with questions
K4 Project management tools and techniques.	Professional discussion
K5 Relevant regulation, legislation, and compliance that impacts their role and the organisation.	Presentation with questions
K6 Organisational strategy and objectives and how their role impacts on them.	Presentation with questions
K7 How to manage resources to implement operational and team plans.	Professional discussion
K8 Time management and prioritisation tools.	Professional discussion
K9 Communication techniques including presentation skills, negotiation and influencing skills.	Presentation with questions
K10 Policy and procedure relating to people and organisational culture.	Professional discussion
K11 Stakeholder management.	Presentation with questions
K12 Problem-solving and decision-making principles.	Presentation with questions
K13 Principles of change management and continuous improvement.	Professional discussion
K14 IT and software used to support the activities of the business.	Professional discussion
K15 External factors that affect the workplace, such as sustainability and net carbon zero, and how they are managed.	Presentation with questions
K16 The impact that internal and external factors such as environmental impacts, have on their role.	Presentation with questions
K17 Leadership and management approaches.	Professional discussion
K18 The purpose of their role within the organisation, including their level of responsibility and accountability.	Professional discussion

K19 The impact that cross-team working has in the delivery of organisational objectives.	Presentation with questions
K20 How to collate, interpret and communicate data and information to meet the needs of different audiences.	Presentation with questions
K21 The wider social and economic environment in which the organisation operates.	Presentation with questions
K22 Approaches to managing budgets, and options and choices to maximise efficient use of resources.	Professional discussion
K23 Principles of equity, diversity and inclusion in the workplace and their impact on the organisation and the team.	Professional discussion
Skill	Assessment Method
S1 Use resources to implement operational and team plans.	Professional discussion
S2 Use tools to organise, prioritise and allocate daily and weekly work activities.	Professional discussion
S3 Able to collate and interpret data and information and create reports.	Presentation with questions
S4 Identify and support the development of the team through informal coaching and continuous professional development.	Professional discussion
S5 Use information and problem-solving techniques to provide solutions and influence the decision-making process.	Presentation with questions
S6 Use digital tools for planning and project management to monitor project progress, taking corrective action to deliver against the project plan.	Professional discussion
S7 Review work processes to identify opportunities to improve performance and for continuous improvement.	Professional discussion
S8 Use technology and software to produce documentation, such as spreadsheets and presentation packages to communicate information.	Professional discussion
S9 Manage individual or team performance by setting objectives, monitoring progress, and providing clear guidance and feedback.	Presentation with questions
S10 Manage others through change by identifying challenges and the activities to resolve them.	Professional discussion
S11 Interpret organisational strategy and communicate how this impacts others.	Professional discussion
S12 Interpret and apply regulation and legislation, share best practices, and advise stakeholders on their application.	Professional discussion
S13 Communicate information through different media, such as face-to-face meetings, emails, reports, and presentations to enable key stakeholders to understand what is required.	Professional discussion

S14 Collaborate with stakeholders in the organisation to ensure the delivery of operational goals.	Professional discussion
S15 Manage and maintain relationships with a diverse workforce and stakeholders.	Presentation with questions
S16 Negotiate with and challenge stakeholders to manage change and reduce conflict.	Professional discussion
S17 Interpret policy and support the delivery of equity, diversity and inclusion in the workplace and monitor their impact on their team.	Presentation with questions
S18 Identify future changes in the sector such as technology advances that may impact their organisation.	Presentation with questions
S19 Monitor the use of technology and the potential to reduce energy consumption through their optimisation in day-to-day tasks, such as reducing the use of paper and switching off items when not in use.	Professional discussion
Behaviours	Assessment Method
B1 Acts professionally, ethically and with integrity.	Professional discussion
B2 Supports an inclusive culture, treating colleagues and external stakeholders fairly and with respect.	Presentation with questions
B3 Takes accountability and ownership of their tasks and workload.	Professional discussion
B4 Seeks learning opportunities and continuous professional development.	Professional discussion
B5 Works flexibly and adapts to circumstances.	Presentation with questions