

# Apprenticeship Standards in Leadership and Management

Team Leader/Supervisor Apprenticeship  
(Level 3)

Operations/Departmental Manager  
Apprenticeship  
(Level 5)



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## Apprenticeship Standards

### *Introduction*

The Apprenticeship standards are a combination of knowledge, skills and behaviours that will be assessed through the 'formative' and 'end point assessment' processes. The Apprenticeship Standards provides details of the skills, knowledge and behaviours that the apprentice will be required to demonstrate to pass the Apprenticeship in Housing.

- **Knowledge** and theory being achieved usually through completing an ILM/CMI accredited qualification.
- **Skills** and capability for performing job roles being developed throughout the apprenticeship programme, are supported by the ILM/CMI qualification and additional relevant training and coaching where appropriate. The completion of a portfolio of evidence of work based application contributes to the End Point Assessment (EPA)
- **Behaviours** being developed through training and tested through the learner's organisation's performance management processes, and supported by written or videoed reflections on how the learner has responded to feedback and where identified, changed their working practices.

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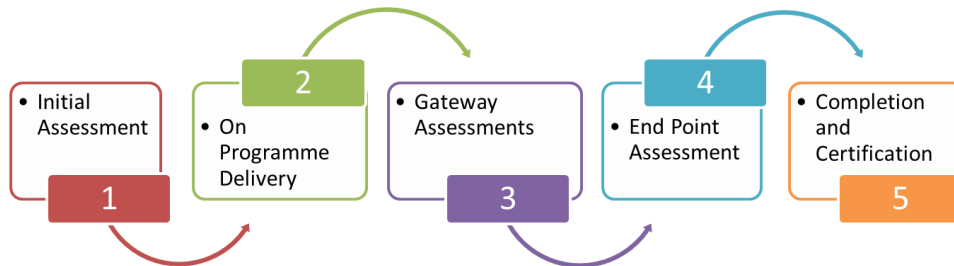
We offer two Leadership and Management Apprenticeships:

Team Leader Apprenticeship	(Level 3)
Operations/Departmental Manager Apprenticeship	(Level 5)

The following information offers an outline of the elements of the apprenticeship, together with a diagram of the 'learner journey' to achieve an apprenticeship. A separate information sheet is provided which sets out the standards for each Leadership and Management Apprenticeship.

## The Five Components of the Apprenticeship

There are five main components of the Apprenticeship as detailed below.



### ***Initial Assessment***

Initial assessment is conducted prior to enrolment on the apprenticeship programme to identify individual learner needs and to ensure appropriate support is provided for the duration of the programme to meet those needs

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### ***On Programme Delivery***

On programme delivery comprises several components

1. The Regulated Qualification -such as ILM /CMI Level 3 or 5 (note this is NOT Mandatory)
2. Functional Skills (Maths and English)
3. Portfolio of work based evidence
4. Coaching and Mentoring
5. Work based Project (Level 5 only - which will be assessed at End Point Assessment)

## **The ILM/CMI Level 5 Diploma in Leadership and Management**

These qualifications have been developed in line with the latest management standards to support candidates undertaking an apprenticeship. They map fully to the 'on-programme' elements of the Apprenticeship Standard, primarily the knowledge standards, but also contribute to skills and behaviours

### **Functional Skills**

The learner will be required to undertake formal assessments of Functional Skills: English, and Maths and will be at Level 2 for both 'Operations/Departmental Manager' and Team Leader/Supervisor

Learners will be exempt from undertaking these assessments if they have already achieved Level 2, but they will need to provide evidence of achievement.

### **Portfolio of Evidence**

The portfolio provides supportive evidence for the work based project and used to demonstrate the learner's application of learning into the workplace. It is formally assessed by the End Point Assessment Organisation for both Team Leader and Operations/Departmental Manager.

A portfolio is a collection of evidence which demonstrates competence against the standard and assessment criteria. It will include;

- Evidence of target setting, regularly scheduled and recorded one-to-ones, periodic assessments against targets, and 360 degree appraisals.
- Evidence of reflective learning.
- Observations from key tasks and feedback relevant to the evidence which demonstrates competence against the standard and assessment criteria.

### **Coaching and Mentoring**

To support individuals to embed the learning into their working practices 1-1 or group coaching is provided. This may be face to face, telephone, video conferencing or Skype. Mentoring will also be provided to support the managers of apprentices to further enable them to support the development of their team members.

## **Work Based Project (Level 5)**

The project is a practical work based assignment, approved by the End Point Assessment Organisation (i.e. the ILM), and provides learners with the opportunity to evidence the knowledge, skills and behaviours they have gained/developed during the apprenticeship programme. It can be based on a topic or activity which they are actively engaged with or even leading on.

The learner will discuss with their Tutor, and in collaboration with employer, the project topic. Following on from these discussions a project brief will be sent to the End Point Assessment organisation for approval. This will be done at least 6 months into the apprenticeship to give the learner enough time to complete their work.

## ***Gateway Assessment***

This is the 'gateway' that apprentices will be required to pass through to progress to the end point assessment. To pass through the gateway, the employer & Dutton Fisher Associates will need to ensure sure they have achieved each of the 4 components listed above and are competent across all standards relating to skills, behaviours and knowledge

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## ***End Point Assessment***

The **work based project** formally assessed by the **End Point Assessment Organisation** as part of the End Point Assessment process and not by Dutton Fisher Associates. The learner will need to demonstrate to their employer and tutor that they are prepared to progress through 'the Gateway' and are ready for the End Point Assessment.

For Team Leader/Supervisor (Level 3) the EPA consists of:

- ✓ test of knowledge using scenarios with questions
- ✓ competency-based interview
- ✓ assessment of portfolio of evidence
- ✓ professional discussion relating to CPD activity

For Operations/Departmental Manager (Level 5) the EPA consists of:

- ✓ test of knowledge using scenarios
- ✓ competency-based interview
- ✓ assessment of portfolio of evidence
- ✓ presentation of work based project approach and findings with Q&A
- ✓ profession discussion

## ***Certification and Completion***

Having passed through End Point Assessment the EPA will award the apprentice with an overall grade.

A summary of the above is detailed on the next page.

# The Learner Journey – Level 2 Team Leader & Level 3 Operations/Departmental Manager

Journey Time – Usually between 18 - 24 months

