

Level 3

Team Leader/Supervisor

Talent Development Programme



Programme Overview

Welcome to FSTP's Level 3 Team Leader/Supervisor programme.

We have designed and developed a unique programme using our experience and expertise within management and financial services.

In the 12-18 months it takes to complete the programme, participants will develop a thorough understanding of how to supervise in a regulated environment through studying topics such as: HR & legal requirements, mentoring & coaching, time management & effective delegation, dealing with conflict & communication, strategy & project management and operational & finance /budget management.

Our Team Leader/Supervisor programme blends outstanding face-to-face training with dedicated workplace coaching and on-the-job experience to enable a participant to develop the practical skills, knowledge and behaviours expected of a highly competent Team Leader/Supervisor. In addition participants have the option to undertake the qualification: J07 – Supervision in a regulated environment.

Awarding Body Partners



Standard	Team Leader/Supervisor
Qualification Level	3
Duration	Typically this programme will take 12-18 months to complete
Entry Requirements	<ul style="list-style-type: none"> You must hold 5 GCSEs (A* to C or 9 to 5) or equivalent. Have level 2 English and Maths and hold 48 UCAS points or equivalent. Have been a resident in the UK/EEA/EU for the last 3 years. Be able to meet the programme modules through your job role.

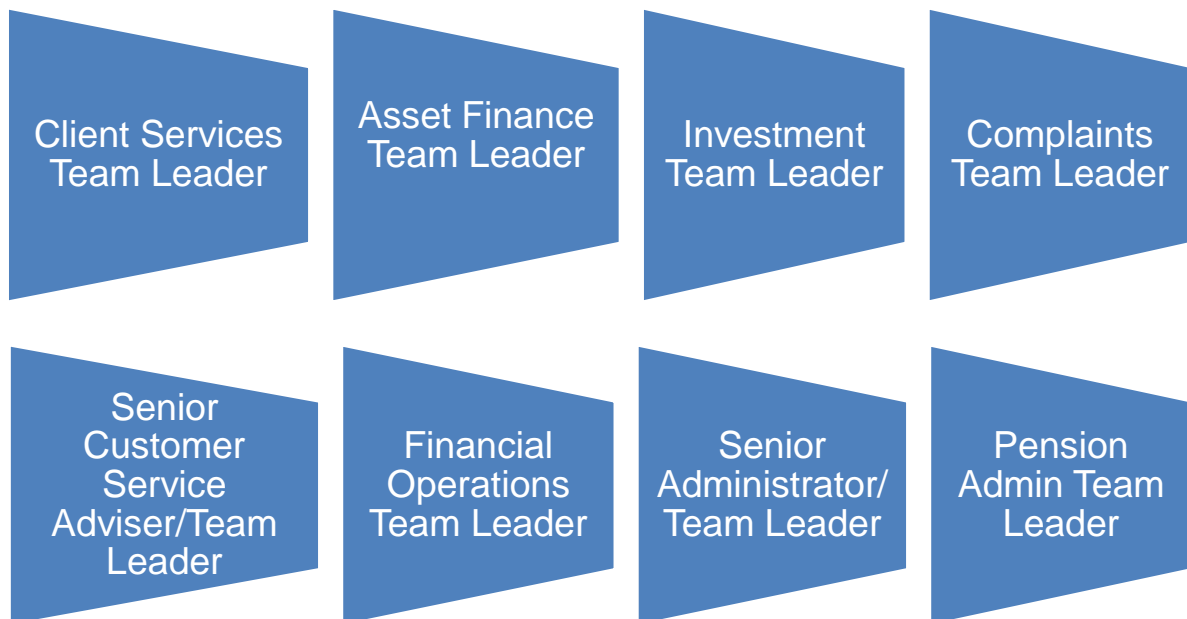
Programme Pathway

Below is a sample of career progression based on this apprenticeship.



Typical Job Roles

These are just a few examples of the typical job roles that would suit the level 3 Team Leader/Supervisor programme;



Professional Qualifications Available



The Chartered Insurance Institute

J07 - Supervision in a Regulated Environment



Modules

<p>Module 1</p> <p>Debrief Psychometric assessment and how to use this information with your team.</p> <p>Module 2</p> <p>Supervising in a Regulated Environment and HR/Legal requirements</p>	<p>Module 6</p> <p>Dealing with Conflict and Communicating Effectively</p> <p>Module 7</p> <p>Strategy and Project Management</p> <p>Module 8</p> <p>Operational and Finance Budget Management</p>
<p>Module 3 (Parts 1 and 2)</p> <p>Core Skills – Mentoring, coaching and feedback – Part 1</p> <p>Practical Performance – Appraisals and Settings – Part 2</p>	<p>Knowledge Test Preparation</p> <ul style="list-style-type: none"> • Full syllabus walk through • Highlight areas of common issues for candidates • Case studies aligned to business activity to amplify learning and application to real life scenarios • Example questions and mini test included • Access to practitioners and ability to ask questions of tutor • There is also the option to complete the CII exam J07 – Supervision in a Regulated Environment * There is an additional charge for this as this does not form part of the levy spend for this apprenticeship.
<p>Module 4</p> <p>Managing Teams</p>	
<p>Module 5</p> <p>Time Management and Effective Delegation</p>	

Learner Journey

Each programme is designed to accommodate the needs of the participant, their job role and the business, so the delivery schedule will reflect this. However, as an example of a participant's journey throughout the Team Leader/Supervisor programme, we have shown a sample timetable below.

Blended Learning



Mentor Visit

An FSTP mentor will visit each participant on a regular basis to provide support in the workplace, alongside the participant's internal support mechanisms, i.e. workplace manager and/or mentor.



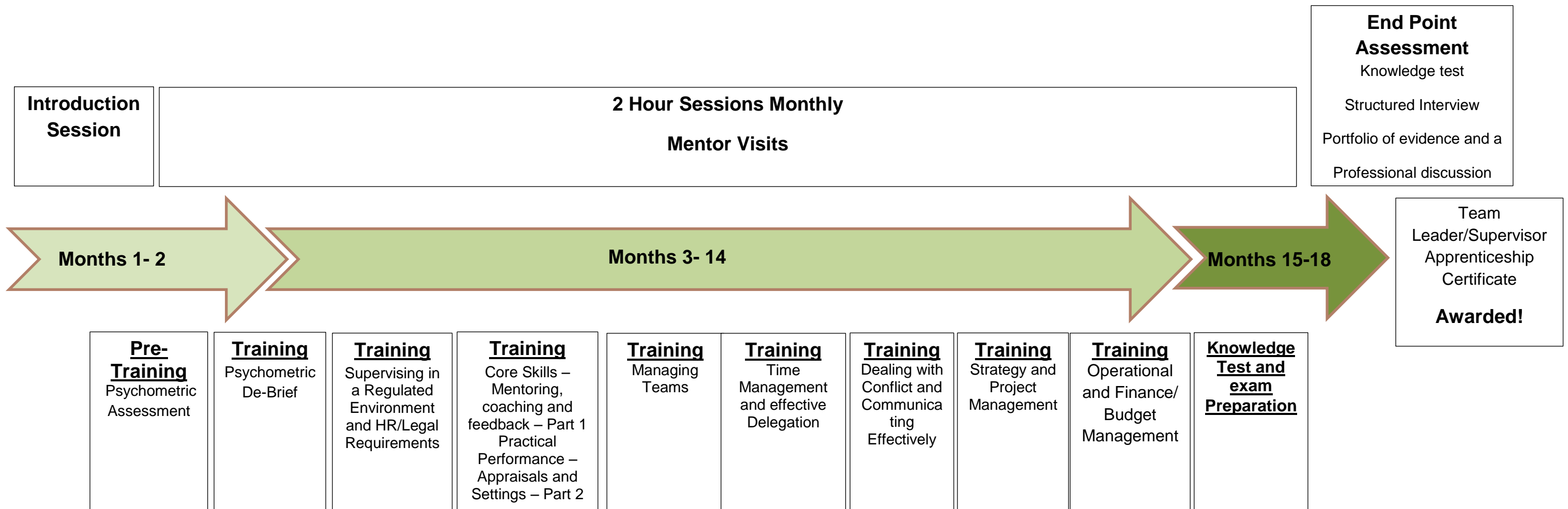
Masterclasses

Industry experts will deliver face to face sector specific masterclasses and coaching sessions to provide opportunities to stretch and challenge participants.



E-learning

Each participant will have individual access to an e-learning environment where additional learning materials can be accessed.



20% Off-the-job Training



Our programme is designed to help facilitate off-the-job learning, so we can support the candidates in confidently evidencing the 20% off-the-job training which they are required to complete within working hours.

Many employers find the demand for off the job training as worrying. However it doesn't need to be. See the table below for some suggestions of off the job training your apprentices can undertake.

Please do get in touch with any queries and a member of our team will be happy to help.

0203 178 4230

<u>Activity</u>	<u>Example of valid off-the-job training</u>
Classroom sessions / lecture	Block or day release
Workshops and masterclasses	Interactive workshops involving employers
Simulation exercises	Business models and gaming
Online learning	Online training modules and support materials
Shadowing	In work or new departments / locations
Coaching	Support from Line Managers/ colleagues
Industry visits	Within sector or outside of work roles

Please note the above examples are not an exhaustive list, so please contact us today to discuss further.

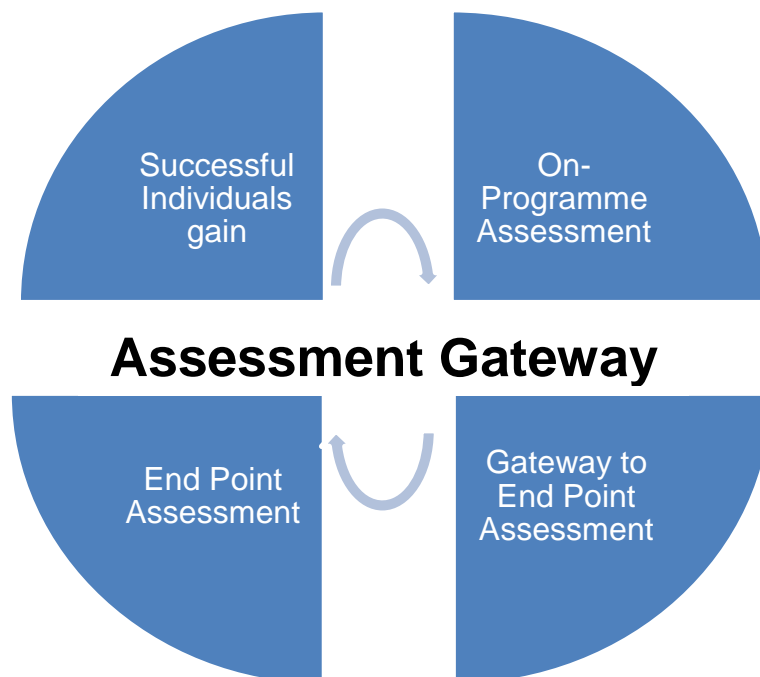
Assessment

This programme consists of two main types of assessments:

On-programme assessments
&
End point assessment (EPA)

The on-programme assessment will involve both yourself, (the employer) and FSTP (your training provider). This assessment will involve each apprentice developing a portfolio that demonstrates their application of learning and development activities in the workplace.

The assessment is ongoing throughout the programme and apprentices will be provided 360-degree feedback throughout their development of the portfolio.



Assessment

End Point Assessment

The first thing to note is that your chosen training provider can not deliver your end point assessment. This must be done through a totally separate organisation.

The choice of which End Point Assessment organisation you decide to use is yours but we can certainly offer guidance as to where you can find the details of approved organisations.

It is our aim to make sure that you work with an End Point Assessment organisation that supports your business, the apprentices and the job role, all to provide you with the confidence that the training and qualifications are best suited to your objectives.



The Future of Training Provision



We are using our industry knowledge and expertise to provide a range of apprenticeship programmes to the Financial Services industry that will provide apprentices with the high standards of training and support that we already provide to Financial Services professionals via our training solutions and professional qualification support.

Developing your career with FSTP

Our Apprenticeship programmes are designed with career pathways in mind, taking professionals through GCSE level right up to attaining a degree level professional qualification.

With our expertise within financial services we aim to provide our apprentices with fundamental skills that will allow the high performing candidates to progress in multiple directions – depending on their career aspirations and development opportunities in your business.

What are your next steps?

If you would like to find out more about our Level 3 Team Leader/Supervisor programme, then please contact us.

We would be happy to answer any questions you have about the apprenticeship training we can provide.

Speak to one of our team today.

Call:

0203 178 4230

Email:

apprenticeships@fstp.co.uk

Website:

www.fstp.co.uk