



**The British Institute
of Recruiters**

**Apprenticeship Standard for Level 3
Team Leader/Supervisor (Manager)**
with Bespoke In-House Recruitment/Talent
Acquisition Contents

This qualification automatically earns you a
**Qualification in Principles of Internal Recruitment (Cert PIR) &
Diploma in Management (DipM)**



Our bespoke training material for this apprenticeship includes:

**The Complete Leader
The Complete Manager
The Complete In-House Recruiter**

**Recruitment Specific Management Content
includes a Diploma in Management**

About Us

The British Institute of Recruiters (BloR) is a British Institute representing the highest standard mark in British recruitment. As the professional body for HR, Agency & In-House recruiters, it is the voice of people working in the recruitment and retention process that fall into the areas of agency recruitment, corporate (in-house) recruitment and HR.

What we do

The BloR provides British Recruitment Best Practice Guidance, Training, Education & Networking to Agency Recruiters, In-House Recruiters & HR teams with unrivalled services and innovation. Bringing HR, Agency & In-House specialists under a single body is essential for positive collaboration towards the common goal of an efficient, seamless process.

Why choose the BloR for your apprenticeships?

- Content specific to managing with case studies and examples
- Practical tools and techniques that are proven to transform results
- Supported by a team of experts with experience of managing teams

Bespoke StudyCourse Learner Management System – Helping Apprentices Achieve

StudyCourse helps apprentices achieve and enjoy their programme. It also helps employers oversee the progress of their apprentices.

The British Institute of Recruiters has invested heavily in technology and employs a full-time software programming and management team to design, create and maintain its secure technology on secure servers.

One such software system is StudyCourse.org which can take an apprentice from initial registration right through to the final award. It is a multi-level learning platform which manages:

- Individual Learner Records (ILRs)
- Apprenticeship e-portfolios
- Registration forms
- Online, blended or classroom delivery modes
- Assessor/Tutor records
- NVQs
- Certificates
- Diplomas
- UK & International Learners
- Learner Progress & Performance Management
- Degree Level Apprenticeships
- Privately paid courses
- Government funded courses
- All aspects of programme management, learner management, record management
- Resource Libraries
- Works Books, assignments, Handbooks, Learner Support
- Peer to Peer forums.
- IQA Management
- AO Management

- **Centre Management – Requiring new modules for online centre recognition/qualification approval applications, EV reports, complaints, exam bookings, appeals, malpractice investigations, sanctions, centre risk/compliance ratings, assigning actions to centres and managing their completion on time etc.**
- **Complete Data, Learner and Program Control Systems and Reporting**
- **Certification process with certificate generation feature for paper based certificates, e-certificates and a public e-validation portal**

StudyCourse has been in successful operation for 4 years and is constantly being updated and improved in terms of features set, user experience, learner experience and management effectiveness.

All aspects of the development, delivery and award of qualifications can be managed by StudyCourse or associated technology, CRMs and databases currently in use by The British Institute of Recruiters.

All data is held on secure servers, with daily backups. We comply with the Data Protection Act and have a current ICO certificate and SSL Certificates.

Our professional industry accreditations include

Recruitment Director Accreditation

mBloR DIR

Individual Professional Accreditations

mBloR, Cert RR, Cert PRP, Cert HR, Dip BloR

Company Accreditations

Certified Recruitment Business & Professional Recruitment Business

Our professional courses are delivered in many ways to suit you

Private Distance Learning, Blended Classroom Learning, Apprenticeships, Government Loan Funded.

Course Prospectus includes Recruitment, Management, HR, Sales & Marketing, Back Office & Finance.

Chartered status

The British Institute of Recruiters is actively lobbying to introduce Chartered Status in British Recruitment, creating Chartered Recruitment Businesses.

Apprenticeship Standard for Level 3

Team Leader/Supervisor (Manager)

This qualification automatically earns you fellowship of The British Institute of Recruiters **fBIoR**.

Bespoke management content

Take our Team Leader/Supervisor (Manager) Level 3 Diploma (funded by the apprenticeship programme) contains engaging and relevant content to help you lead teams. The content was designed by our trainers that work with some of the world's leading firms.

Who is it for?

Supervisor
Team Leader
Project Officer
Shift Supervisor
Foreperson and Shift Manager

A Team Leader/Supervisor (Manager) is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Key responsibilities may include

Supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

How you will learn

You learn using a perfect blend of face to face and online training. L&D trainers will come to your workplace or call you to coach and support you through the course each month.

The course is perfect for those that want minimum disruption to their working day. With just a few hours a week you will enjoy rich learning that will positively impact how you work. Online material is also provided using our state of the art distance learning platform called StudyCourse. Studycourse helps you stay on track and manage your learning experience, making it enjoyable and easy to follow.

The British Institute of Recruiters will also grant Fellow status (fBIoR) to you, with a year's free membership when you complete the course.

You also earn a diploma in Management.

Apprenticeship Standard

Team Leader/Supervisor (Manager)

Bespoke In-House / Talent Acquisition Management Content

Role Overview

In House Recruitment / Talent acquisition is the process of finding and acquiring skilled human labor for organisational needs and to meet any labor requirement. When used in the context of the recruiting and HR profession, talent acquisition usually refers to the talent acquisition department or team within the Human Resources department. The talent acquisition team within a company is responsible for finding, acquiring, assessing, and hiring candidates to fill roles that are required to meet company goals and fill project requirements.

Typical responsibilities for a In House Recruitment / Talent acquisition employee are:

- 1. Research, identify, attract and shortlist candidates for the recruitment process to fulfil the requirements of the business brief**
- 2. Performing end to end recruitment, partnering with the hiring managers/Stakeholders to provide recruitment strategies**
- 3. Coach and influence line managers and Unit HR teams on up to date recruitment practices which add real business value. Working and influencing stakeholders**
- 4. Act as the trusted recruitment partner of the Hiring Managers/Stake Holders. Provide information and guidance around the recruitment process, share market insights, propose recruitment strategy and provide regular feedback and follow up on the process**
- 5. Understanding of how to build a preferred supplier list of agencies with SLAs and contracts which are clear and consistent**
- 6. Meet all procedures and carry out relevant processes to ensure industry codes of ethics and relevant legislation are adhered to**

A career in recruitment as a recruitment resourcer can appeal to those individuals who possess an entrepreneurial outlook. It provides the opportunity for reward and high earning potential. Many opportunities arise for professional and personal development within the recruitment sector with transferable skills being respected throughout industry as a whole.

Duration: **Minimum of 12 Months**

Qualification: **Apprenticeship Level 3 Certificate in Principles of Internal Recruitment**

Is this qualification right for me?

This qualification is suitable for those who are In-House Recruitment / Talent acquisition partners. It is also relevant for those already working within In-House Recruitment / Talent acquisition teams who are wishing to go into a management position.

What qualification will I earn?

This qualification is a level 3 In-House Recruiter Qualification containing 7 units of study, created by industry experts. It provides learners with the practical knowledge and skills needed to perform the fundamental responsibilities of the In-House Recruitment Professional.

Lessons in the workplace will cover the following topics:

- Understanding the Recruitment Market
- Understanding Recruitment Operations
- Specialist Recruitment Techniques
- Principles of Social Media within a Business
- Understanding the Principles of Assessing People
- Understanding Relationship Management in Recruitment
- Understanding Legal and Ethical Requirements in Recruitment

What qualification will I earn?

- Earn letters Cert PIR after your name
- World-Class learning content created by industry experts.
- This course is delivered through blended flexible learning (monthly tutor visits supplemented with online resources)
- Ideal for UK and international recruiters.
- Free individual membership of the Institute of Recruiters is included.

How Apprenticeships Are Delivered

1

Discussions

With the employer to assess their needs and advise on the right program to fit the business needs. Discussion with the apprentice to advise and guide on the appropriate course and levels.

2

Enrolment & Agreements

Paperwork that is signed and sets out all expectations. At this stage, we advertise the apprenticeship roles on the government site if the business needs to hire.

3

Initial Assessments & Diagnostics

To establish levels of competency and needs including functional skills support and the favoured learning style.

4

Plan the Program

Create an individual learning plan that meets the needs of the learner and business. Include where needed components such as bespoke content (including existing client training materials), on site training, webinars, face to face tutorials and virtual visits.

5

Technology

Get your own bespoke study area on our professional learning platform. The British Institute of Recruiters runs the state of the art learning platform called StudyCourse. Use StudyCourse to access learning materials, resources, assignments, upload achievements and more. Employers can also track learner progress.

6

Monthly Tutor Visits

Each month the tutor will visit the learner to teach, support and advise, making the learning experience exciting and individual. Visits can be face to face or virtual using GoToMeeting and other technologies.

7

End Point Assessment (EPA)

For Apprenticeship Standards, End Point Assessment is carried out by an independent organisation. Our professional tutors will get you ready for EPA.

8

Achievement

Our achievement success rates are excellent as we ensure we provide a quality learning experience that is highly valued by employers.

9

Professional Registration & Progression

For recruitment, The British Institute of Recruiters is the body that provides Professional registration and post-nominal letters as well as professional membership - mBIoR.

Key facts

Level

This is a Level 3 course funded via apprenticeship funding.

Duration

Typically this course will take 12 – 18 months.

Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

Learners without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

Progression

On completion, learners may choose to register as Associate members with the Chartered Management Institute and/or the Institute of Leadership & Management, to support their professional career development and progression.

Apprenticeship Standard

Required Knowledge

Knowledge	What is required (through formal learning and applied according to business environment)
Interpersonal excellence – managing people and developing relationships	
Leading People	Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.
Managing People	Understand people and team management models, including team dynamics and motivation techniques. Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.
Building Relationships	Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross team working to support delivery of organisational objectives.
Communication	Understand different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.
Organisational Performance - delivering results	
Operational Management	Understand different leadership styles and the benefits of coaching to support people and improve performance. Understand organisational cultures, equality, diversity and inclusion.

Project Management	Understand people and team management models, including team dynamics and motivation techniques. Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.
Finance	Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict. Know how to facilitate cross team working to support delivery of organisational objectives.
Personal Effectiveness – managing self	
Awareness of Self	Know how to be self-aware and understand unconscious bias and inclusive. Understand learning styles, feedback mechanisms and how to use emotional intelligence.
Management of Self	Understand time management techniques and tools, and how to priorities activities and approaches to planning.
Decision Making	Understand problem solving and decision making techniques, and how to analyse data to support decision making.

Apprenticeship Standard

Required Skills

Skills	What is required (acquired and demonstrated through continuous professional development)
Interpersonal excellence – managing people and developing relationships	
Leading People	Able to communicate organisation strategy and team purpose, and adapt style to suit the audience. Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively.
Managing People	Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts. Able to input to discussions and provide feedback (to team and more widely), and identify and share good practice across teams. Building relationships with customers and managing these effectively.
Building Relationships	Able to build a high-performing team by supporting and developing individuals, and motivating them to achieve. Able to set operational and personal goals and objectives and monitor progress, providing clear guidance and feedback.
Communication	Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management. Use of active listening and provision of constructive feedback.

Apprenticeship Standard

Required Skills

Skills	What is required (acquired and demonstrated through continuous professional development)
Organisational Performance - delivering results	
Operational Management	Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes. Able to adapt to change, identifying challenges and solutions. Ability to organise, prioritise and allocate work, and effectively use resources. Able to collate and analyse data, and create reports.
Project Management	Able to organise, manage resources and risk, and monitor progress to deliver against the project plan. Ability to use relevant project management tools, and take corrective action to ensure successful project delivery.
Finance	Applying organisational governance and compliance requirements to ensure effective budget controls.
Personal Effectiveness – managing self	
Self-Awareness	Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.
Management of Self	Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.
Decision Making	Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.

Apprenticeship Standard

Required Behaviours

Behaviours	What is required (developed and exhibited in the workplace)
Takes responsibility	Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.
Inclusive	Open, approachable, authentic, and able to build trust with others. Seeks views of others.
Agile	Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responds well to feedback and need for change.
Professionalism	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values.



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Bespoke Management Content

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