



**The British Institute
of Recruiters**

**Apprenticeship Standard for Level 3
Team Leader/Supervisor (Manager)**
Bespoke Recruitment Management Content

This qualification automatically earns you a
**Diploma in Management &
Fellowship of The British Institute of Recruiters fBloR**



Our bespoke training material for this apprenticeship includes:

**The Complete Leader
The Complete Manager
The Complete Top Biller**

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 for a recruitment environment – real life recruitment case studies**
- **Practical tools & techniques that are proven to transform results & increase agency revenue**
- **Supported by a team of experts with experience of managing recruitment teams**

Bespoke StudyCourse Learner Management System – Helping Apprentices Achieve

StudyCourse.org 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. It is a multi-level learning platform which manages:

- **Individual Learner Records (ILRs)**
- **Apprenticeship e-portfolios**
- **Online, blended or classroom delivery modes**
- **NVQs • Certificates • Diplomas**
- **UK & International Learners**
- **Learner Progress & Performance Management**
- **All aspects of programme management, learner management, record management**
- **Resource Libraries**
- **Works Books, assignments, Handbooks, Learner Support**
- **Peer to Peer forums.**

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 recruitment content

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

Who is it for?

- Team Leaders
- Billing Managers
- Account Managers
- Senior Consultants/Mentors
- Internal Recruitment Managers
- Resource Managers

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.

At the outset, you can choose to attain a generic diploma, a CMI diploma or an ILM diploma.

Introduction

The Team Leader/Supervisor Apprenticeship is for someone who can take responsibility for managing a team or discrete project. They can support, manage and develop team members, manage projects, plan and monitor workloads and resources. They can take responsibility for delivering operational plans, resolving problems, and building relationships.

It is applicable to professional team leaders, first line managers and supervisors from all sectors - the private, public or third sector - and all sizes of organisation. It will typically take up to 18 months to complete, although the exact duration will be dependent on the previous experience of the individual.

This apprenticeship has been designed to provide access to development opportunities for as wide a range of individuals as possible. This includes individuals who are at the start of their career in leadership and management and who wish to take their first steps into professional management. It is also appropriate for those already in management roles who may already have developed practical experience but who wish to develop their theoretical understanding of management skills. On completion, apprentices 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.

The assessment approach is critical, being robust, challenging and testing, and will ensure that apprentices meet the skills, knowledge and behaviour outcomes as defined in the Standard, whichever Training Provider is delivering the Apprenticeship, and whichever Independent Assessment Organisation undertakes the End Point Assessment.

The approach has been designed to be:

- **Appropriate, relevant and feasible in a wide range of contexts**
- **Consistent across these contexts**
- **Affordable and manageable based on the number of potential learners.**

Summary of Assessment

Each Training Provider will develop its own apprenticeship programme and will map it to the outcomes required in the standard.

On-programme assessment

It is strongly recommended that on programme assessment of knowledge, skills and behaviour outcomes en-route to the final synoptic end point assessment takes place.

It is recommended, but not required, that this comprise of:

- **Completion and achievement of a relevant Level 3 Diploma in Management or equivalent management qualification and recognised by Ofqual, equating to at least 370 hours Total Qualification Time (37 credits). Where a qualification is not used, there should be provision of underpinning knowledge and training with regular assessments to an equivalent standard, quality and scope which can be evidenced.**
- **Regular performance reviews between apprentice and line manager**
- **Development of a portfolio of evidence**
- **Feedback from line manager, peers and direct reports (including 180/360 degree feedback or equivalent)**

The decision to Gateway to the End Point Assessment will be taken by the line manager (employer) and apprentice with input from the Training Provider.

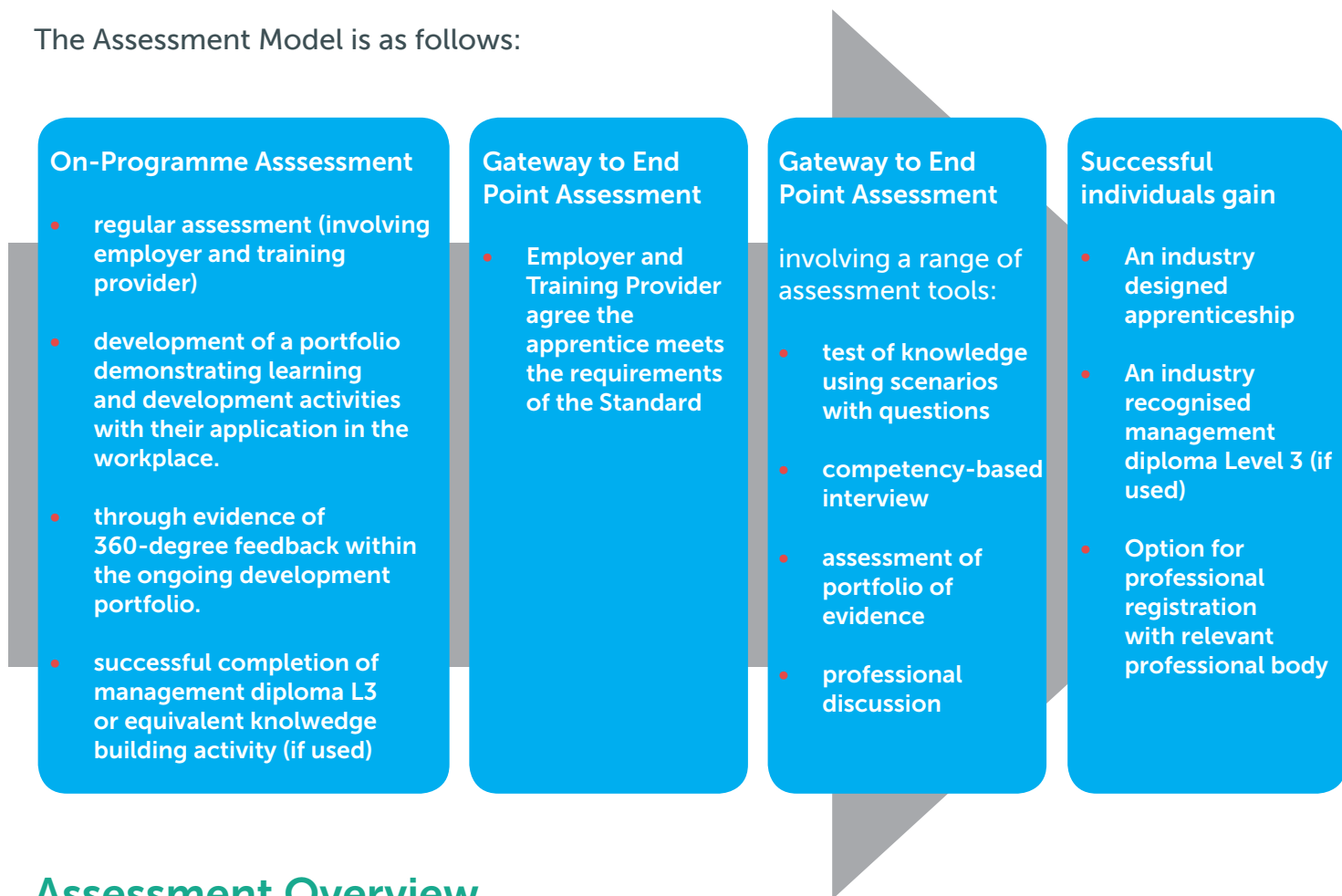
Synoptic End Point Assessment

The End Point Assessment will test the entire Standard, and be undertaken as follows:

- **Assessment of knowledge through a test using scenarios, questions and responses**
- **Assessment of competency through competency based interview**
- **Assessment of portfolio of evidence**
- **Continuing Professional Development Log reviewed and professional discussion/question and answer session**

The End Point Assessment requires apprentices to demonstrate they have achieved the standard.

The Assessment Model is as follows:



Assessment Overview

The Independent Assessor will review the evidence for each apprentice and grade the apprentice on the following scale: fail/pass/merit/distinction.

All candidates must participate in all three elements of the End Point Assessment and achieve a minimum of 50% for each component.

Assessment Method	Area Assessed	Assessed By	Weighting
Knowledge Test using scenarios and questions	Knowledge of leading people, managing people, building relationships, communication, operational management, project management, finance	Independent Assessment Organisation	30%
Structured competency based interview	Knowledge and application of learning relating to leading people, managing people, building relationships, communication, operational management, project management, finance	Independent Assessment Organisation	30%
Assessment of portfolio of evidence	Application of knowledge and demonstration of skills and behaviours relating to leading people, managing people, building relationships, communication, operational management, project management, finance, self-awareness, management of self and decision making, taking responsibility, inclusivity, being agile, professionalism	Independent Assessment Organisation	20%
Professional discussion relating to CPD activity	Evidence of CPD, training and personal development activities and how learning was applied to the role and workplace	Independent Assessment Organisation	20%

On-programme Assessment

This is typically a 15 - 18 month apprenticeship with an integrated approach to the assessment of knowledge, skills and behaviours.

The On-Programme Assessment approach will be agreed between the training provider and employer. The assessment will give an ongoing indication of performance against the final outcomes defined in the standard. The training provider will need to prepare the apprentice for the End Point Assessment, which may include preparation for the interview, collation of the portfolio (eg provision of recordings of professional discussions).

The programme will cover the breadth and depth of the standard using suggested on-programme assessment methods that integrate the knowledge, skills and behaviour components, and which ensure that the apprentice is sufficiently prepared to undertake End Point Assessment.

It is recommended, but not required, that the On-programme assessment includes:

- **Completion and achievement of a relevant Level 3 Diploma in Management or equivalent management qualification and recognised by Ofqual, equating to at least 370 hours Total Qualification Time (37 credits) or training providing underpinning knowledge or training with regular assessments to an equivalent standard, quality and scope which can be evidenced.**
- **Registration with a relevant professional body to provide access to management resources, wider networks, and CPD activities**
- **Regular performance reviews undertaken by the employer**
- **Development of a portfolio of evidence including reports, assignments, evidence of tasks undertaken, demonstrations, presentations**
- **Observations (recorded by the training provider)***
- **Ongoing professional discussions between apprentice and training provider relating to projects and assignments (recorded by the training provider)***
- **Feedback from line manager, direct reports and peers including 180/360 degree feedback approaches***

**It is recommended that where possible the evidence collected makes use of video or audio technologies*

The use of the Level 3 Diploma (or equivalent) in the on-programme delivery is recommended as it ensures the development and assessment of the knowledge areas required by the standard in a consistent manner, and is valued by employers and individuals.

The portfolio of evidence will demonstrate the skills and behaviours learned and applied. Assessment will monitor ongoing performance of the apprentice, and the training provider and employer must support the apprentice and provide guidance as required.

Apprentices without Level 2 in English and Maths will need to achieve these prior to taking the end-point assessment. It is also recommended that the apprentice is supported to become digitally literate where this is important to their role.

The programme and assessments will be clearly mapped to Standard by the training provider to show how the outcomes will be met.

Assessment Gateway

The line manager (employer) will make the decision as to when the apprentice is ready, based on their being competent and performing in their role. This decision will be supported by input from the training provider.

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.



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