

FREQUENTLY ASKED QUESTIONS

Team Leader / Supervisor Programme

General

Q How do apprenticeships work for existing staff work?

A Existing staff accessing an apprenticeship combine work with funded part-time study, allowing you to gain the practical work experience and valuable skills, and earn a nationally recognised qualification to be proficient in your role.

The Team Leader / Supervisor programme provides a fantastic opportunity to combine the achievement in gaining a qualification with on-the-job training, enabling you to learn while you earn.

Q What are apprenticeship standards?

A An apprenticeship standard is essentially the job role that the apprentice will be training for.

With the introduction of the Apprenticeship Levy, the government has also introduced over 700 Apprenticeship Standards, which have replaced the old Frameworks. Each Standard is job-specific and identifies the key knowledge, skills and behaviours for that particular job. In addition, each Standard requires an end-point assessment to ensure that the learner is fully competent by the end of their Programme.

Please visit the [Institute for Apprenticeships](https://www.institute-for-apprenticeships.org.uk/) website to see the apprenticeship standard for the Team Leader / Supervisor programme.

Q What apprenticeship level is the Team Leader / Supervisor Programme?

A The Team Leader / Supervisor programme is a Level 3 apprenticeship.

The different levels of apprenticeships are outlined below:

Intermediate: entry-level with no experience

- Level 2, 12-18 months
- Equivalent to 5 GCSE A*-C or 9 - 4.

Advanced: for those with some experience, looking to specialise

- Level 3, 18-48 months
- Equivalent to 2 A-Levels.

Higher (and degree):

- Levels 4, 5, 6 and 7, 24 months+
- Equivalent to Foundation degree and above.

Q How is the Team Leader Supervisor Programme funded?

A The University of York pays 0.5% of our pay bill to an apprenticeship levy account. You can draw on these funds to provide **training and assessment** of the apprenticeship programme.

It cannot be spent on:

- Salary Costs.
- Managerial (or other staffing) costs.
- Travel expenses and subsidiary costs.
- Work placement programmes.
- The cost of setting up an apprenticeship programme.

The Apprenticeship Levy is managed by the Staff Apprenticeships Team in POD.

Q What is the application process?

A When the next delivery of the programme has been confirmed, Expressions of Interest will open. This can be located on the [Team Leader / Supervisor webpage](#).

You will need to consult with your manager to get authorisation from them to potentially apply for the programme.

A briefing session will be held for those who express interest in the programme.

Once Expressions of Interest close, the Apprenticeships Unit will send application packs out to all those who responded.

Q Can the applicant state which intake they'd rather be considered for?

A If you would like to be notified when Expressions of Interest open for the following programme, please contact the [Team Leader / Supervisor Programme Team](#) in POD and we can add you to a waitlist to be contacted.

Eligibility

Q What is the eligibility criteria for accessing apprenticeship levy funding for the programme?

A Individuals must satisfy the following criteria:

- Employment at York for a minimum of 30 hours per week
- Over 16 years old.
- Have a contract of employment which covers the duration of the apprenticeship (a minimum of 12 months).
- Are not in full-time education.
- Have been a UK or EEA resident for three years before the start of their Apprenticeship.
- The apprenticeship can be higher or lower to a qualification an individual (apprentice) already holds, permitting it allows them to gain substantive new skills.

For further details, see the [full apprenticeship funding rules](#) at GOV.UK.

Q What is the eligibility criteria for the Team Leader / Supervisor Programme?

A The Team leader/supervisor programme is aimed at first line managers, team leaders, and supervisors who are directly involved with day-to-day management and work allocation.

The programme needs to align to your current role for career development. It cannot be used to enable a career change. For instance, if an academic wanted to enrol on a gardening apprenticeship, they would need to secure a gardener post to be eligible.

Applicants also need to have achieved and have evidence of their level 2 (GCSE) Maths and English.

Q Do staff members have to be employed full time to apply?

A The expectation is that learners - whether existing staff or appointed as an apprentice - are employed for a minimum of 30 hours per week. This is to ensure that they can undertake sufficient regular training and OTJ activity.

Q Can a staff member's FTC be increased to meet the minimum 30 hours per week?

A Yes, but this would need to be with the agreement of the learner and manager and the increase in salary and other on-costs would need to be met by the employing Department.

Q Do learners need to have been a team leader/supervisor for a minimum amount of time to apply or are new managers eligible to apply?

A There are no eligibility restrictions around the length of time an applicant has been a first line manager.

Q Do I absolutely need evidence of my GCSE Maths and English before I can apply?

A Yes, part of the application process is providing evidence of your GCSE Maths and English. You cannot start the programme until this has been received.

Q What if I don't have my GCSE Maths and English?

A Staff members without level 2 English and Maths will need to obtain these prior to applying for the programme.

There is government funding available for you to take your Maths and English level 2 qualifications with [York Learning](#). If this is of interest, please contact pod-team-supervisor-programme@york.ac.uk.

Q What if we have already achieved some of the Knowledge, Skills and Behaviours in the programme standard?

A This will be assessed during the application stage.

If you have evidence of these KSBs (e.g. previous course / qualification) please collate this ready for the application stage.

Q Is there a similar programme for people who aren't yet line managers but want to progress along this path?

A Yes, our 'So you want to be a manager?' programme introduces management and supervision before you take on the role of a line manager.

For further information and programme dates, visit the ['So you want to be a manager?' webpage](#).

The programme

Q How is the programme structured?

A The programme lasts 15 months and represents a time commitment of 6 hours per week, which must take place in paid work time. This is referred to as 'off-the-job' training.

Please refer to the [About the programme page](#) for further information.

Q How is the programme assessed?

A At the end of the taught content, you will be ready to prepare for your End Point Assessment (EPA).

As defined in the [standard's assessment plan](#), the assessment events are:

- Presentation and questions & answers.
- Professional discussion underpinned by a portfolio of evidence.

You will be assessed by a skilled and experienced professional allocated by our End Point Assessor Organisation (EPAO).

Q What is off-the-job training and what does it look like?

A Essentially, these are activities within the apprentices' role, away from their day-to-day job and the apprentice gets to learn and practice their skills, knowledge and behaviours needed to complete the programme.

The time spent on off-the-job training should be at least 20% (a minimum of 6 hours per week on average) and is part of the working hours.

Examples:

- In-person sessions, module pre-work, module consolidation work, mentoring, work shadowing or practical training in different departments, project work, attending courses, lectures or workshops off-site as long as the training is directly relevant to the apprenticeship standard.

Activities which are part of the apprentice's day-to-day job do not count towards off-the-job training.

See the [definition of off-the-job training](#) and some [myth-busting facts](#) provided by GOV.UK

Q With current workloads being high and staff stretched to capacity, it's difficult to know what we can 'stop doing' to accommodate the 'off-the-job' training?

A What you 'stop doing' needs to be identified and agreed with your manager. By upskilling, you're investing in your future and your organisation's. The 20% 'off-the-job' training will help fill identified skills gaps in your team and target opportunities for growth.

It is important to emphasise that your team is not fully losing the off-the-job 6 hours a week. In discussions with your manager, you can identify opportunities and projects as part of your off-the-job practical training. These can form part of the developmental plans for your team and department and therefore you will continue to contribute to the workplace.

Q Do I have to organise the time required for the 20% 'off-the-job' training to undertake this course?

A This would need to be planned and agreed with your manager. It is your manager's responsibility to protect the agreed time required for your 'off-the-job' training.

Q Do managers/learners have to get 'off-the-job' training approved by the programme team? Does a full plan need to be created or can it be more fluid as and when ideas/activities come up?

A These hours can be agreed on a more fluid and flexible basis but from experience, learners and managers need support initially in picking the right opportunities. The assessor can offer guidance in what constitutes off-the-job and will clearly communicate what is ineligible.

Q What if the manager is unable to find any suitable opportunities for 'Off the Job' pieces of work?

A It is unlikely that there will not be opportunities. For instance, the manager may have tasks that they can delegate to the learner. There are also University-level opportunities - such as being a Strengths observer - that fit 'off-the-job' requirements.

Q If the learner is a 'new' manager, in a 'new role', could some of their day-to-day work be classed as new learning?

A Yes. For instance, a new manager may not have led PDRs before: this would therefore constitute new learning and be suitable for 'off-the-job'.

Q Can jobs/tasks that you already undertake count towards the KSBs or does it have to be a new job/task? e.g. if you already coordinate and chair meetings can this be used as evidence?

A No, jobs that you already undertake as part of your role do not count towards the KSBs. However, you can do/approach tasks in a new way. For instance, a learner could chair a meeting they have never chaired before, which is suitable for new learning.

Q What are Tripartite Progress Reviews?

A An apprenticeship is a tripartite relationship between yourself (as the learner), your manager (as the employer) and the programme team in POD, HR (as the training provider).

A Tripartite Review is required every 12 weeks between the three parties, a total of 5 throughout the Programme Journey.

Within these reviews, the three parties will discuss any areas of concern, further opportunity and training to develop outside of work ('Off the Job') and your overall progress on the programme.

Q Can I still apply if I cannot attend one of the In-Person learning sessions?

A When you apply to the programme, you are confirming your ability to commit to all the in-person dates. If you cannot commit to those dates, you need to apply to a different cohort.

Q How many cohorts are there per year and how many people per cohort?

A We plan to deliver two cohorts (one Spring, one Autumn) per year with a maximum of 20 learners per cohort.

Q Where can I find the provisional dates of the next cohort?

A Provisional dates can be found in the Expression of Interest Form. They will also be advertised on the [Team Leader /Supervisor webpage](#) when available.

Q What happens if line managers change during the course of the programme?

A Please notify the programme team as soon as possible as the new line manager will need to sign compliance documentation. They will also need to be added to any remaining Tripartite Progress Review meetings.

Q How much time is the manager required to dedicate to the programme - and do they already know this?

A There is no set required time that a manager has to dedicate to the programme.

At the start of the programme, all line managers are invited to attend a briefing session where they are provided with information on the programme, their responsibilities and how they can best support their team member as an apprentice. The programme team also hosts two Partnership Meetings a year to provide updates and support to all Line Managers of apprentices on the programme.

Line Managers are provided with a dedicated Google Site with advice and guidance on how to manage a learner on the programme. The programme team will in addition be able to advise managers on an individual basis.

Q Is there an expectation to increase your off-the-job hours to make up for Annual Leave?

A Your off-the-job hours take annual leave allocation into account and will be reflected in the calculation at the end of the programme. You therefore do not need to be concerned about making these hours up.

Q What happens if you start the apprenticeship as a manager, but due to recruitment constraints, you are not able to re-recruit after your direct report leaves?

A If, during the course of the programme, you lose your line management responsibilities you cannot continue on the programme and will need to inform the programme team as soon as possible.

Managers

Q How soon would the learners need to identify an Off-the-Job project?

A These usually emerge within the first 3 months of the programme. It is extremely unusual for learners to start the programme with firm ideas of how they are going to spend their off-the-job hours.

Q We have a couple of members of our department in a programme cohort. Can we allocate Off-the-Job work for them to do together or does this have to be on an individual basis?

A Learners need to demonstrate leadership skills within their off-the-job hours; they therefore need to lead tasks individually. It is possible for two learners to work on the same project, with each taking a specific 'strand' of the project so that they can demonstrate personal leadership but it would need to be carefully planned and managed with their assessor and manager.

Q Is it ok if an Off-the-Job project is not aligned with the timeline of the programme, e.g. a communications project but the communication module isn't until the back end of the programme?

A You will need to find another opportunity that the learner can do in the earlier months of the programme. Off-the-job time ideally takes place across the entire programme and it can be spent in one or two larger projects, or lots of smaller tasks. You can therefore decide which approach would suit your learner more, based on your knowledge of what is coming up within your area.

Q We have new projects that need implementing this semester - can these be used or do they have to be more spread out?

A You can use these new projects for the new semester and then find other opportunities as the programme progresses. Many of the off-the-job hours are utilised naturally through the programme's modules, consolidation work, set tasks, etc. Experiences so far have suggested that opportunities emerge naturally within the learner's school or departments as the programme progresses.

Q If necessary, can another manager observe my team member? e.g if I'm on leave and was going to get my learner to attend a number of meetings in my absence.

A Yes, this is fine; theoretically, anyone who is competent to do so can provide an observation. The only people who can't observe - for reasons of appropriateness - are the learner's direct reports, and fellow learners.

Q What if the learner has annual leave already booked for one of the in person module days?

A If this leave was booked before the programme dates were released to the learners, then this is permissible and learners will be offered a one-to-one to catch up with key learning.

Q If my staff member attends a meeting on my behalf as part of their training - does this need to be observed? Do I need to get feedback from someone at the meeting?

A This kind of opportunity is an excellent experience for your learner and ideally, it would be captured via an observation from someone else who attended the meeting.

Q What are my responsibilities as Line Manager to an apprentice?

A Please refer to the [Apprenticeships at York: Managers' Handbook](#), for further information.

Q How will I get support during the programme and information regarding my responsibilities?

A At the start of the programme, all delegates' line managers are invited to attend a briefing session where they are provided with an overview of the programme, their responsibilities and how they can support their team member as an apprentice.

Line Managers are also provided with a Google Site with information, advice and guidance on how to manage a learner. This is updated throughout the programme.

Bi-Annual Partnership Meetings will be hosted by the Programme Team to provide additional support.