

# Team Leader

## Level 3

### What will I learn?

- Understand different leadership styles and the benefits of coaching to support people and improve performance – including organisational cultures, equality, diversity, and inclusion.
- Know 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.
- Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict.

### What skills will I develop?

- Able to communicate organisation strategy and team purpose, and adapt style to suit the audience.
- Able to organise, manage resources and risk, and monitor progress to deliver against the project plan.
- 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.

### What will success look like?

- Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.
- Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values
- Open, approachable, authentic, and able to build trust with others. Seeks views of others.
- 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.

### Duration

12 months plus 3 months End Point Assessment Preparation.

### Entry Requirements

- GCSE Maths Level 4/Grade C.
- GCSE English Level 4/Grade C.
- Participants without English and Maths will need to complete Functional Skills Level 2 alongside the qualification.

### Funding

- £5000 for this 12-month course.
- 100% funded for those settings who pay into the Government apprenticeship Levy.
- 95% funded for non-levy setting, a 5% employer contribution of £200 per learner.
- An employer incentive payment of £1,000 is available for new apprentices aged 16 to 18 and those under 25 with an Education, Health, and Care Plan.

### End Point Assessment

- Professional discussion supported by a portfolio of evidence.
- Presentation with questions & answers.

### Qualification

On completion, apprentices may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of leadership and management, to support their professional career development and progression.

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