

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

15 months plus 3 months End Point Assessment Preparation.

Entry Requirements

- GCSE Maths Level 4/Grade C.
- GCSE English Level 4/Grade C.
- Apprentices aged 16-18 years must be able to complete Functional Skills Level 2 English and Maths whilst on programme if previously not secured a grade 4 (C) or above in GCSE English and Maths.
- Apprentices aged 19+ years have the option to complete Functional Skills Level 2 English and Maths whilst on programme if previously not secured a grade 4 (C) or above in GCSE English and Maths – this is no longer a mandatory requirement.

Funding

- £5000 for this 15-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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