

the
apprenticeship
college



TEAM LEADER L3

At The Apprenticeship College, we are all about the learner! We break the mould of apprenticeship programmes, and each apprenticeship is designed to make a real difference through **fun and innovative learning**. We aim to build trusted partnerships with our clients and become a **key part of your training delivery and enhance the performance and capabilities** of your people.



THE APPRENTICESHIP COLLEGE

/// THANK YOU FOR ALL YOUR HELP AND MOTIVATION TO PASS THE APPRENTICESHIP. AS A RESULT I HAVE JUST BEEN OFFERED A NEW POSITION IN A SENIOR MANAGEMENT ROLE. THE APPRENTICESHIP REALLY HELPED ME TO GET THE JOB. ///
AYESHA, THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

We understand that employers have a choice in who they pick to deliver their apprenticeship training. That is why we provide a training experience that is different, memorable and impactful. We don't just use the same trainer to deliver an entire programme, but have different specialist trainers delivering our workshops because we feel our learners deserve the best. All of our trainers deliver commercial training and so our apprenticeship delivery is all of commercial quality.

Theatre based learning forms a part of all of our programmes, the amount depends on the subject area. We use professional actors to deliver scenario based training. In a safe environment, learners are able to observe our actors recreate their world in front of their eyes and experience a real work situation with the purpose of developing your workforce.

There are a number of principles that guide and govern how we design and deliver learning. We take time up front to understand current capability and skills, and tailor the experience to meet the development needs of each individual on the programme.

The workshops will be delivered in a fun and creative way to build learner engagement, whilst also doing what it needs to do – building skills, knowledge and behaviours. The experiences will aim to meet all learning preferences, using a range of techniques; face to face sessions, live virtual sessions, coaching and peer learning, to suit the topic, context and desired outcome. Every module, conversation and activity will aim to make a difference, have 'real-world' context and be immediately actionable back in the day job.

Learners are supported at every stage of their journey – we want individuals to feel they can ask the questions and seek the help they need to get the results they want. We are proud to say that we have a **99%** success rate at End Point Assessment, with **97%** of our learners achieving a distinction or merit.

/// THEIR EXTRAORDINARY SET OF SKILLS, GREAT KNOWLEDGE AND GENERAL APPROACH OF MATTERS WAS SHOWN THROUGHOUT THE WHOLE SESSION, RESPECTING A LONG LIST OF REQUIREMENTS AND ALSO KEEPING IN MIND THE CURRENT SITUATION THAT IS AFFECTING EACH INDIVIDUAL – THEIR PROFESSIONALISM IS OUT OF THE BOX AND SPOT ON! 5***** ///

LEARNER

TEAM LEADER PROGRAMME OVERVIEW AND SKILLS DEVELOPED

Strong and capable managers are at the heart of any successful business. Developing the skills of your front line managers enabling them to provide direction, instruction and guidance to ensure success is key.

Team Leaders and managers who have the knowledge and skills to motivate and drive their teams, not only increase effectiveness and efficiencies, but create a positive and enjoyable working environment.

Learners who complete this programme will have a comprehensive understanding of different management techniques. Learners will understand how to coach, drive and develop to successfully lead a team.

Our Team Leader apprenticeships are designed for employees who may be at the beginning of their career in leadership and management, or

are in management roles and have practical skills, but wish to develop their understanding of management skills and techniques.

Learners on this programme will manage an individual, a team, a project or process.

Our apprenticeships are thematic. Our training is designed to improve personal effectiveness and communication skills as well as developing leadership and management techniques. In addition this programme can also be delivered with a Chartered Management Institute (CMI) qualification, 'Certificate in Principles of Management and Leadership' level 3 attached.

COURSE SUMMARY

^ LEVEL:	3
🕒 DURATION:	13 MONTHS
£ LEVY VALUE:	£5,000
£ CO-FUNDED VALUE:	£250
👤 INDUCTION:	1
🔧 WORKSHOPS:	10
⚙️ SKILLS COACHING:	COACHING SESSIONS & CONTINUOUS SUPPORT
+ SUPPLEMENTARY LEARNING:	ONLINE

EXAMPLES OF RELEVANT JOB ROLES

Team Leader • Project Officer • Assistant Manager • Shift Manager
Office Manager • Deputy Manager

LEARNER JOURNEY

WORKSHOPS

Every apprenticeship programme we deliver can be facilitated via a blended approach – face to face and/or live-virtual delivery. Each workshop covers a specific topic area designed to build knowledge, develop key skills and behaviours needed towards end point assessment. Each workshop is designed carefully to enhance the capabilities of the learner and to be utilised as soon as they return to work.

SKILLS COACHING

All of our learners are supported by a dedicated Skills Coach. They will support and guide learners through the learning journey. There will be a number of assessment tasks, activities and projects to be completed as part of the learning journey to ensure all knowledge, skills and behaviours are met for the apprenticeship standard.

FUNCTIONAL SKILLS

Learners will be supported by one of our Functional Skills Tutors who will ensure individuals are equipped to complete the English and Maths at the appropriate level.

PROGRESS REVIEWS are carried out every 12 weeks to assess progress and plan next steps

NOTE: Full titles and workshop descriptions can be found on the following pages

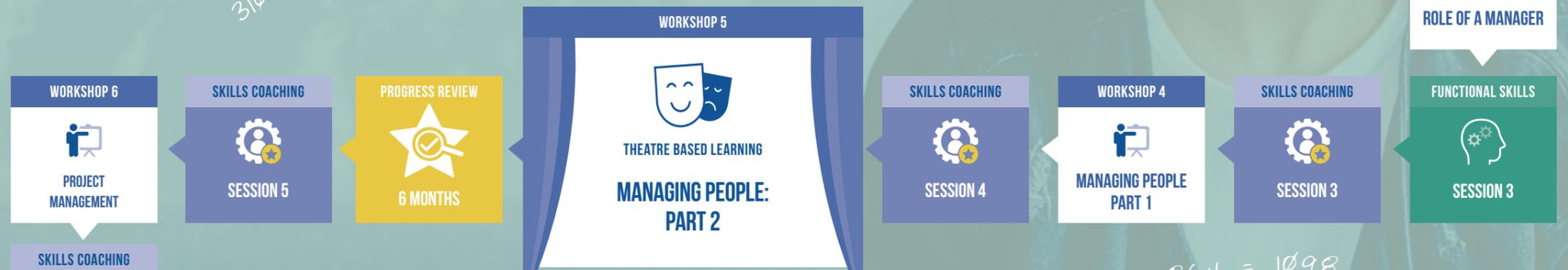
START

Welcome to your apprenticeship

I want to make change



$310 - 54 = 256$



what to do in this situation

Preparation, preparation



FINISH

Well done!





/// GREAT REFLECTIVE, INCLUSIVE FACILITATION. HELPED EVERYONE CONTRIBUTE AND VALUED OUR INTERACTION. I REALLY ENJOYED THIS SESSION AND LEARNT FROM EVERYONE. THANK YOU. ///
LISA, IMPERIAL COLLEGE LONDON

INDUCTION

The first session is a detailed introduction to the programme, giving an overview of each workshop. We also complete the formal enrolment paperwork and demonstrate the online learning environment. This begins the development journey by understanding and exploring learning styles.

WORKSHOP 1

OPERATIONAL MANAGEMENT

This workshop will give an understanding of finance and managing or understanding budgets and its role in the commercial operation of the business, feeding into organisational strategy. There is a focus on profits, cost, budgeting, forecasting and financial reporting. The workshop also explores management of data and information within the role of a manager.

WORKSHOP 2

EQUALITY & DIVERSITY WORKSHOP

This workshop, apprentices learn about the protected characteristics and types of discrimination covered by the Equality Act 2010. Real life scenarios & topical case studies are used to help understand how discriminatory situations can arise, and what as a manager, can be done to combat this. Apprentices will also get a chance to build their own toolkit to be used when they witness inappropriate behaviour and promote an inclusive & respectful work environment.

WORKSHOP 3

ROLE OF A MANAGER

This workshop explores leadership styles. Where we will look at individuals styles, and discuss the impact of this on teams and colleagues, how to create positive working relationships within the team and understanding emotional intelligence and the impact it has on behaviours. We will also spend time creating a personal development plan for use throughout the programme.

WORKSHOP 4

MANAGING PEOPLE PART 1

This workshop will give an understanding of the behaviours, processes and skills needed to effectively manage people and performance. We will explore giving feedback and handling difficult conversations, motivation and goal setting, and the impact of team dynamics.

WORKSHOP 5 THEATRE BASED LEARNING

MANAGING PEOPLE PART 2

In this theatre based workshop we observe actors in scenarios around giving feedback, goal setting, delivering appraisals and how to effectively manage team members. It will provide opportunity to practice the skills covered in the previous workshop.

WORKSHOP 6

PROJECT MANAGEMENT

This workshop focuses on the skills required to manage projects. Exploring how to manage resources, plan the project, prioritise, allocate and delegate tasks and understanding how to identify risks and issues.

WORKSHOP 7

MANAGING YOURSELF & MAKING DECISIONS

This workshop explores personal effectiveness at work. We will explore time management techniques and organisational skills designed to manage workloads effectively. The workshop will also focus on decision making and problem solving in relation to successful management of self and others.

WORKSHOP 8

COMMUNICATION

This workshop explores how to communicate effectively using a range of different methods and in a variety of scenarios, including an introduction to communication styles. We will also explore chairing and participating in meetings and team briefings, presenting, and how to use active listening to support effective communication with others.

WORKSHOP 9 THEATRE BASED LEARNING

NEGOTIATION & INFLUENCING

In this theatre based workshop, we'll build on the communication skills covered in the previous workshop to explore how to use these to negotiate and influence effectively and build positive relationships with both internal and external customers.

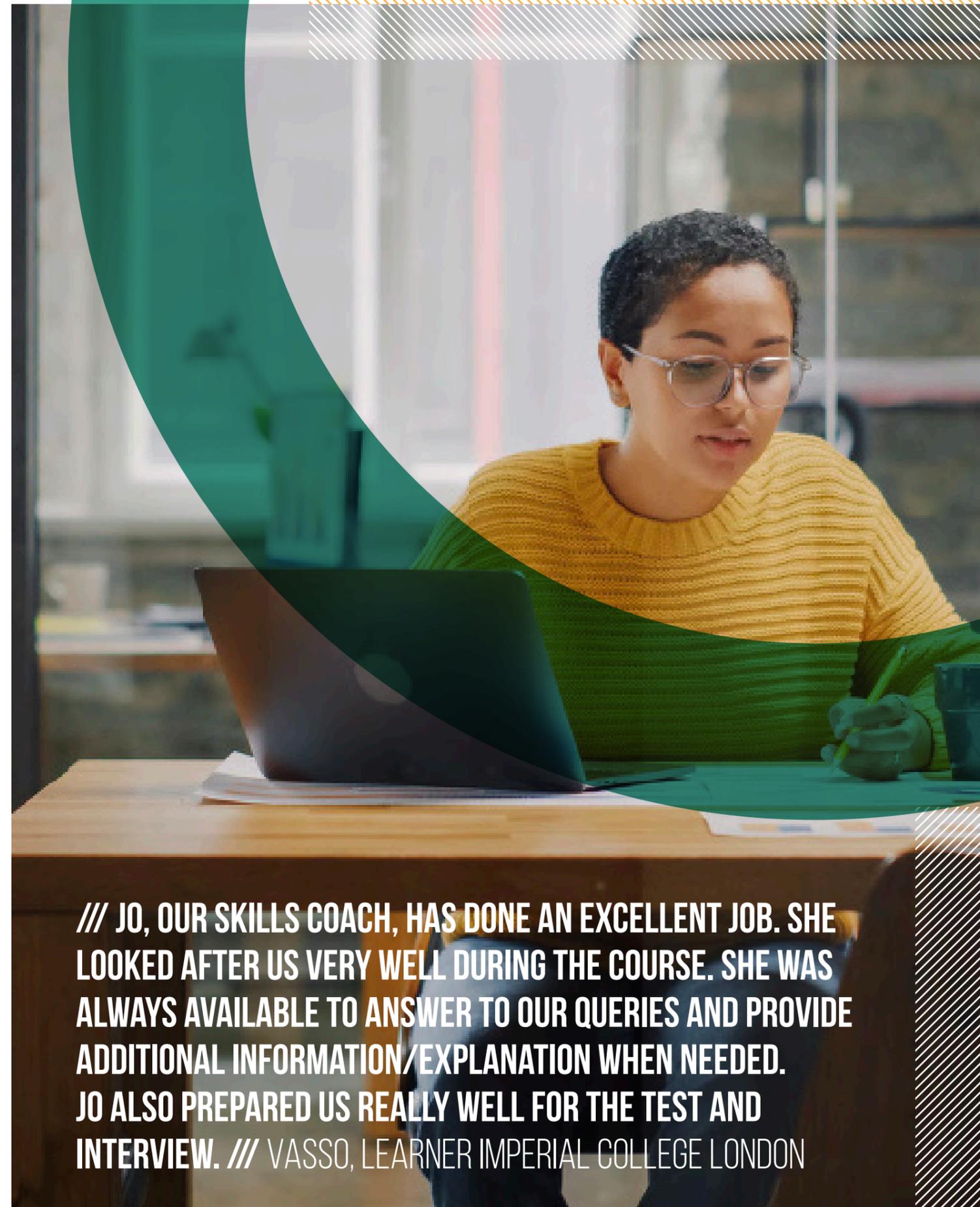
END POINT ASSESSMENT

Assessment method 1:
Presentation with questions and answers.

Fail, Pass or Distinction

Assessment method 2:
Professional discussion underpinned by a portfolio of evidence.

Fail, Pass or Distinction



/// JO, OUR SKILLS COACH, HAS DONE AN EXCELLENT JOB. SHE LOOKED AFTER US VERY WELL DURING THE COURSE. SHE WAS ALWAYS AVAILABLE TO ANSWER TO OUR QUERIES AND PROVIDE ADDITIONAL INFORMATION/EXPLANATION WHEN NEEDED. JO ALSO PREPARED US REALLY WELL FOR THE TEST AND INTERVIEW. /// VASSO, LEARNER IMPERIAL COLLEGE LONDON



CHARTERED MANAGEMENT INSTITUTE QUALIFICATION

CERTIFICATE IN MANAGEMENT AND LEADERSHIP

Effective management is crucial to the success of any business. It is important to ensure that managers have the tools to keep employees engaged, inspired and happy.

In turn it is just as important to ensure those managers are also engaged and motivated in their role.

As part of the Team Leader programme we offer a Chartered Management Institute qualification – Level 3 Certificate in Leadership and Management. This is an optional, added value qualification for learners that may want to challenge themselves further and gain an additional qualification.

As a globally recognised body the CMI is an attractive option for those learners who want to achieve even more. By opting to take the CMI qualification learners are able to access recourses and become a chartered member.

To complete the CMI qualification learners will be required to complete two assignments:

- Principles of leadership and management
- Managing a team to achieve results

/// APPRENTICES UNDERSTAND HOW TO IMPROVE THEIR PRACTICAL AND WRITTEN WORK AND CAN USE IT CONFIDENTLY IN THEIR WORKPLACE /// OFSTED 2020

YOU HAVE TO TAKE THE JOURNEY TO REACH THE DESTINATION

All of our development programmes, whether that be an apprenticeship, a shorter commercial course or a one day workshop are all designed to work together to deliver a development path for your workforce and their career aspirations.

The Apprenticeship College will develop a learning journey that achieves the expectations of the learner and the employer.

Starting with the Team Leader programme develops knowledge, skills and behaviours that can set the foundation for building a rewarding and successful career. We understand that a career path is not linear, the good news is that there is an apprenticeship available to support individuals on whatever path they choose.

The Apprenticeship College learning offer covers a wide variety of knowledge, skills and behaviours and can cater for any level or job role in your business.

Anyone from senior directors, mid-level managers, operations assistants or new employees can benefit from our commercial sessions.

They are designed to compliment our apprenticeship programmes too and can add value and dimension to the apprenticeship delivery. They can also be delivered as stand-alone workshops and support ongoing learning and development for your workforce.





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www.apprenticeship-college.co.uk

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