Level 3 Team Leader
Course Fact Sheet

About - Designed for supervisory or first-line managers, the Level 3 Team Leader Apprenticeship offers practical knowledge and skills from team-leading through to project and resource management to give you the tools you need to start your management journey.

Typical roles include: **Team leader, manager, supervisor, operations manager.**

Length - The course is **12 months plus 3 months** for the Apprenticeship Assessment (AA). The AA is an independent assessment that takes place at the end of the apprenticeship. It is carried out by another organisation. Learners need to allocate **6 hours a week** to the apprenticeship, which is split between teaching and workshops, self -paced learning and the practical application of skills.

Model of Delivery - The apprenticeship is delivered through monthly workshops, some face to face, some online. Each learner is allocated an assessor who will work with them and support them throughout the apprenticeship journey. There will also be monthly 1:1 meetings between learner and assessor and 12 weekly periodic reviews between assessor, learner and line manager.

Eligibility Criteria - Candidates should:
- Have the right to live and work in the UK
- Have been ordinarily resident in the UK or the European Economic Area (EEA) for at least three years before starting the apprenticeship
- Hold an appropriate visa if you are not a UK citizen
- Be in a role where the learnt skills can be applied

Modules and Content:
Awareness and management of self
How to be self-aware and understand unconscious bias and inclusivity
Understand learning styles, feedback mechanisms and how to use emotional intelligence
Time management techniques and tools, and how to prioritise activities and approaches to planning
Self reflection
Personal development plan and use of time management techniques to manage workload and pressure

Interpersonal skills and team building

Cross team working for delivery of organisational objectives
Understanding different forms of communication and their application
Learn how to chair meetings, hold challenging conversations, provide constructive feedback and raise concerns
Managing relationships - Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict
Use of active listening and provision of constructive feedback

Operational management

Understand how organisational strategy is developed
Know how to implement operational/team plans and managing change
Understand organisational cultures, equality, diversity and inclusion
Understand data management, and the use of different technologies in business

Leading people

Coaching to support people and improve performance.
How to communicate organisational strategy and team purpose
Team development
People and team management models, including team dynamics and motivation techniques
Goal setting
Negotiation, influencing and managing conflicts

Stakeholder management (external)

Building relationships with customers and managing these effectively
Partnership working

Finance

Understand organisational governance and compliance, and how to deliver Value for Money
Know how to monitor budgets to ensure efficiencies and that costs do not overrun

Project management

Understand the project life cycle and roles
How to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools

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