

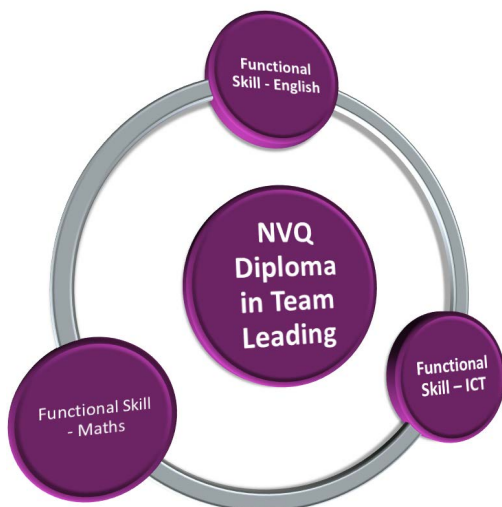
Intermediate Apprenticeship

Good team leaders are of paramount importance to the success of any business. In today's fast-moving competitive environment there is a need to drive-up the performance of the best and to address weaknesses that are holding back productivity and performance. Many of those in team leading roles have little formal management training to help them maximise the potential of their team and the results delivered for their employer. Many managers find themselves working at a lower level to compensate for the skills gaps of those working for them.

The Team Leading Intermediate Apprenticeship is designed to support those working in a wide range of roles such as section leaders, floor managers, trainee supervisors and team coordinators. As well as learning the key principles of leadership, the apprenticeship programme will help you develop the skills necessary to build productive working relationships with others, communicate effectively, make effective decisions, manage the workload of a team and monitor their results.

What is included?

An Apprenticeship Programme integrates a number of components and qualifications which together will ensure that you have a comprehensive range of skills to excel in your job.



Level 2 NVQ Diploma in Team Leading - provides the knowledge and understanding to perform the role and assesses the competence of putting it into practice.

Functional Skills in Maths, English and ICT at Level 1 or Level 2

How is the Apprenticeship delivered?

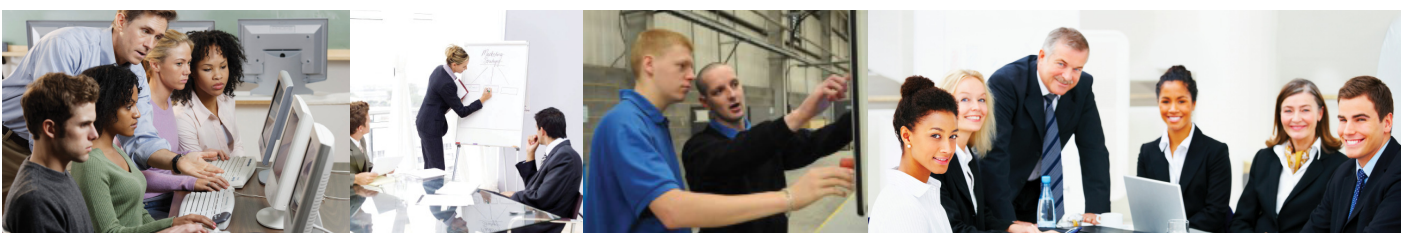
You will have your own sector competent tutor to support you through each stage of your Apprenticeship. The tutor measures your performance against national standards, and provides regular feedback and support. Assessment is achieved through a mixture of workbooks, tests and a portfolio of work-based evidence demonstrating your competence in each area. The apprenticeship programme is designed around you and delivered at a pace to suit. The minimum anticipated duration of an apprenticeship programme is 12 months.

Where does the delivery of the qualification and assessment take place?

The apprenticeship programme is delivered in your workplace and fits in with and around everyday work demands and responsibilities. There is no day release or College attendance necessary.

What are the responsibilities of your employer?

Over and above its normal commitments and obligations to you, your employer will provide a safe learning environment, provide ongoing support and assistance, access for our tutor to meet with you during work time and a suitable room for training delivery and undertaking tests.



What makes up the Team Leading Apprenticeship programme?

The programme is made up of 4 qualifications each of which must be successfully completed.

Level 2 NVQ Diploma in Team Leading

To achieve a Level 2 Diploma in Team Leading, you must complete a **minimum of 40 credits**:

1. **22 credits** from **Group A Mandatory Units**
2. a **minimum of 12 credits** from **Group B Optional Units**
3. a **maximum of 6 credits** from **Group C Optional and Mandatory Units**

Group A - Mandatory	Level	Credit	Group C - Optional	Level	Credit
Manage personal performance and development	4	2	Health and safety procedures in the workplace	2	2
Communicate work-related information	4	2	Store and retrieve information	4	2
Lead and manage a team	5	2	Handle mail	3	2
Principles of team leading	5	2	Deliver customer service	5	2
Understand business	4	2	Understand customers	2	2
Group B - Optional			Resolve customer service problems	5	2
Develop working relationships with colleagues	3	2	Negotiate in a business environment	4	3
Contribute to meetings in a business environment	3	2	Develop a presentation	3	3
Principles of equality and diversity in the workplace	2	2	Deliver a presentation	3	3
Promote equality, diversity and inclusion in the workplace	3	3	Resolve customers' complaints	4	3
Manage team performance	4	3	Group C - Mandatory		
Manage individuals' performance	4	3	Employee rights and responsibilities	2	2
Chair and lead meetings	3	3			
Encourage innovation	4	3			
Manage conflict within a team	5	3			
Procure products and/or services	5	3			
Collaborate with other departments	3	3			
Participate in a project	3	3			

The following units cannot be chosen together	
This unit	Is barred against this unit
Contribute to meetings in a business environment	Chair and lead meetings
Principles of equality and diversity in the workplace	Promote equality, diversity and inclusion in the workplace

Functional Skills

As part of the programme you will achieve qualifications in English, Maths and ICT at Level 1 or Level 2. You will need to achieve at least a Level 1 qualification in all subject areas. You may not need to undertake one or more of the functional skill qualifications if you already hold a relevant qualification to the same or higher level.