

catch
22

TEAM LEADER

▶ LEVEL 3


Ofsted
Good
Provider

TEAM LEADER

LEVEL 3

This apprenticeship will develop knowledge skills and behaviours in managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Apprentices working towards this level are likely to be in the following roles:

- Supervisor
- Team leader
- Shift supervisor
- Foreperson

This apprenticeship is for individuals in/or aspiring towards a first line management role, with responsibility for providing direction, instructions and guidance to ensure the achievement of set goals.



ENROLMENT TIMELINE



Catch22 Apprenticeships believe in “right learner, right course”. By that we mean it is crucial that all apprentices are accurately matched to an apprenticeship programme that suits their job description, their prior learning and ability to achieve all aspects of the course. Therefore, the below steps will be followed to confirm the eligibility of everyone who wishes to enrol upon one of our apprenticeship programmes:



Potential apprentice is emailed a link to complete Initial Assessments for Maths & English. Then a Skill Scan is completed with the potential apprentice and the employer, which can be done either online or in person. These assessments determine the eligibility for the apprenticeship to proceed.



If eligible, all enrollment documentation is completed by the employer and apprentice.



The apprentice is invited to attend an Induction Session, which is delivered by one of the Apprenticeship Training team via Microsoft Teams.



Learning then commences from the date of the apprentice's attendance at the Induction Session.

YOUR JOURNEY

TEAM LEADER LEVEL 3

These learning topics will be delivered via webinar sessions with your trainer. They will be via the Microsoft Teams platform and will be a maximum of two hours.



TEAM LEADER LEVEL 3

Month	Session Title	Session Contents	Self-Learning
1	<p>Welcome to your Apprenticeship</p> <p>Personal Development</p>	<ul style="list-style-type: none"> Welcome to the Programme Icebreakers Explanation of Apprenticeship Explanation of webinars/workshops Learnings Styles SWOT Analysis Learnings/Behavioural styles Importance of personal development Smart targets and creating a PDP 	<ul style="list-style-type: none"> Complete OneFile courses: <ul style="list-style-type: none"> Learner Induction Course Online Safety Course Continuous Development Course SWOT Analysis & Personal Development Assessment Activity
2	Self-Awareness & Time Management	<ul style="list-style-type: none"> What is emotional intelligence Understanding own impact on others The importance of being aware of own behaviour Self-reflection tools The link between self-awareness and improved performance What is Unconscious Bias Why time management is important Prioritising work activities Time management Techniques; Eisenhower Grid, 4D's, Lakeins ABC 	<ul style="list-style-type: none"> Emotional Intelligence Knowledge Statement Learning and Behavioural Styles Knowledge Statement Learning and Behavioural Styles of Self – Activity Managing & Prioritising your Workload Assessment Activity (Includes Onefile Course)
3	Project Management	<ul style="list-style-type: none"> Project roles and responsibilities Project governance requirements Project Management Tools Managing resources (Resource Levelling & Resource Smoothing) Managing project timescales Understanding Project Methodologies <p>GATEWAY PROGRESS REVIEW</p>	<ul style="list-style-type: none"> Project Management Knowledge Statement Work Based Project Assessment Activity Project Evaluation Report

4	Problem Solving & Decision Making	<ul style="list-style-type: none"> Tools and techniques The nature, scope and impact of problems Gathering and interpreting data to influence decisions The impact of ethics and values on decision-making 	<ul style="list-style-type: none"> Theories and models knowledge statement Problem Solving & Decision Making Assessment Activity
5	Coaching in the Workplace	<ul style="list-style-type: none"> Coaching v Mentoring v Training Coaching Models and Theories Coaching Plans Feedback 	<ul style="list-style-type: none"> Coaching Assessment Activity Coaching Reflection Log Assessment Activity Identifying Learning and Behavioural Styles of Team Members
6	Leading People	<ul style="list-style-type: none"> Leadership Styles Management v Leadership Motivational Theories & Techniques <p>GATEWAY PROGRESS REVIEW</p>	<ul style="list-style-type: none"> Leading Teams Knowledge Statement Managing Team Performance Assessment Activity
7	Motivating Individuals & Teams	<ul style="list-style-type: none"> Applying leadership styles to workplace situations Team dynamics Motivational Techniques 	<ul style="list-style-type: none"> Motivational Techniques knowledge statement Managing Individual Performance Assessment Activity
8	Managing People	<ul style="list-style-type: none"> Monitoring performance of teams and individuals Setting team objectives Identifying skills gaps within a team Using appraisals to develop performance Performance management Techniques; MBO, BARS, Performance Standards, 	<ul style="list-style-type: none"> Performance Management Techniques Knowledge Statement Managing Team Performance Assessment Activity Stakeholder Relationship Management (Negotiating & Influencing) Assessment Activity
9	Conflict Management	<ul style="list-style-type: none"> Causes of conflict in the workplace Conflict management models and technique Organisational processes for escalation and managing conflict <p>GATEWAY PROGRESS REVIEW</p>	<ul style="list-style-type: none"> Performance Management Activity

Month	Session Title	Session Contents	Self-Learning
10	Communication in the Workplace	<ul style="list-style-type: none"> • Communication Styles • 7Cs of Communication • Active Listening • Barriers to Communication • Types of Questioning • Presentation skills 	<ul style="list-style-type: none"> • Communication knowledge statement • Chairing Meetings • Presenting to Team
11	Organisational Culture & Structure	<ul style="list-style-type: none"> • Organisational Culture (Clan, People, Task, Role) • Different organisational cultures • Internal and external factors that can affect organisational culture • How Culture influences Leadership • Effects of culture on individuals and teams Tasks set : Research methods and applying the theories to practice 	<ul style="list-style-type: none"> • Organisational structure & culture knowledge statement • Change management assessment activity
12	Operational Management & Finance	<ul style="list-style-type: none"> • Business strategy and operational planning • Governance and compliance requirements of financial management • The key components of a budget • Information needed to set a budget • Using a budget to control expenditure 	<ul style="list-style-type: none"> • Project Initiation Document • Operational planning assessment activity • Project Management Activity • Finance/Governance Knowledge statement
13	Chairing Meetings	<ul style="list-style-type: none"> • The role and responsibilities of a chairperson • Key meeting documentation • Preparing for a meeting • Post-meeting actions and arrangements 	<ul style="list-style-type: none"> • Chairing Meetings Assessment Activity • Presenting to the Team
14	Gathering Data & Finance	<ul style="list-style-type: none"> • Manual systems for storing and retrieving data • Electronic systems for storing and retrieving data • How technology can be used to improve data management 	<ul style="list-style-type: none"> • Problem solving assessment activity • Monitoring performance assessment activity • Managing conflict assessment activity • Project

15	Gateway Completions	<ul style="list-style-type: none"> • Preparing for the Gateway, including: <ul style="list-style-type: none"> o Roles and Responsibilities o Support & EPA Health-checks • The pre-Gateway review 	<ul style="list-style-type: none"> • Mock Discussion
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16 - 18	Gateway & EPA	<ul style="list-style-type: none"> • Review of EPA Presentation compilation • Check in on how Apprentice is feeling on EPA • Completion of Exit Survey • Meeting with manager to confirm Gateway and evidence • Review session 	
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END POINT ASSESSMENT INFORMATION

WHAT IS GATEWAY?

Gateway is triggered when the apprentice has achieved all knowledge, skills and behaviours set out in the assessment plan, has been on programme for a minimum of 1 year and 1 week and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is roughly 3 months, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessment will take place.

Note: Gateway can only be achieved once the following has been met.

English and Maths at Level 2
Completion of knowledge, skills and behaviours
Minimum of 20% OTJT recorded
Gateway declaration signed by apprentice, line manager and apprenticeship trainer



WHAT IS END POINT ASSESSMENT?

End Point Assessment (EPA) is made up of a range of synoptic assessments which are completed at the end of the apprentices' programme, once they have achieved gateway requirements. EPA takes place to ensure the apprentice has the knowledge, skills and behaviours outlined in the apprenticeship standard in order to be occupationally competent.

Assessments have been designed by employers in the sector and will be conducted by an Independent End Point Assessor (IEPA) who works for an End Point Assessment Organisation (EPAO). All assessments must be passed for the apprentice to achieve. There are 3 available grades for this standard; **fail, pass and distinction**.

Assessments which form EPA activities – Team Leader/Supervisor Level 3

Presentation followed by Q&A	20-minute presentation followed by 30-minute Q&A.
Professional Discussion	60-minute professional discussion around portfolio.

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



DELIVERY TYPES:



WEBINARS

These will be delivered via the Microsoft Teams platform and will be a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The trainer will deliver a session on a particular topic and you will have the opportunity to have input through discussion and the use of the in-platform chat facility. These webinars will provide you with learning that counts towards your off the job training and will also provide you with tasks to complete for your apprenticeship learning. Please note that webinars will be recorded and be stored securely on Onefile to evidence your learning and participation.



1:1 SESSIONS

These will be either face to face or carried out remotely via Microsoft Teams. They will provide you with dedicated time with your trainer to discuss your progress towards achieving your apprenticeship and any aspects where you may feel you need extra support or guidance. Your trainer will also provide you with feedback on any work that has been set and guide you towards the next steps in your apprenticeship programme. Your trainer can also guide you towards additional resources that stretch your knowledge and understanding of relevant topics. Off the job training will also be reviewed to make sure you are on track to meet the minimum 20% requirement. All other work set will be reviewed and any additional support provided if needed. If any assessments are planned to take place during the 1:1 visit these will be recorded and added to your OneFile portfolio as evidence towards completion of your apprenticeship.



PROGRESS REVIEWS

These can either be face to face or remote and will require the involvement of your line manager. The reviews take place at least every 12 weeks and is intended to provide an update on progress towards completion of your apprenticeship. Your manager will provide their input in order to make sure that the apprenticeship is meeting the needs of your employer and that you are gaining the skills, knowledge and behaviours to improve your working practices. Targets will be set for completion of varying tasks, which can include developing softer skills or enhancing your maths, English and digital skills. Reviews are usually recorded and then stored on OneFile.



ONEFILE ONLINE COURSES

These online courses are designed to provide essential knowledge information to continue to stretch and challenge you throughout the apprenticeship. They are designed to be completed in your own time and will have knowledge checks for each. These courses can also contribute to your apprenticeship standard in conjunction with work set by your trainer. They will help build your knowledge and can expand your understanding of the industry, as well as contributing to your off the job training.

*Please note that any webinars, 1:1 meetings and progress reviews will be recorded, and securely saved and stored to your OneFile account, where only you, your manager and Catch22 staff involved in your training can have access. These will not be shared outside of OneFile without your permission.

Group webinars will also be recorded and made available as a resource on OneFile. Other apprentices may access these files if they are unable to attend the live sessions.

SYSTEMS

OneFile is the e-portfolio for your Apprenticeship. This is where you will store your evidence, log your 20% off-the-job-training, and track your progress towards achievement. Gone are the days of ring binders and plastic wallets, this is your one stop shop for Apprenticeship programmes.



For the duration of your Apprenticeship, you will be given an Microsoft365 account, which provides you access to a wide range of Microsoft Office applications such as Outlook, Word, Excel and the Teams collaboration and communication tool. Teams will be integral to how you will engage and communicate with your trainer and take part in online webinars with other apprentices. You will be provided with a separate user guide to support you in setting this amazing tool up.



BKSB is a web based platform used to obtain initial assessments and diagnostic assessments on English and Maths which then provide an individual learning plan on how to fill learners' skills gaps. Our trainers use BKSB to support one-to-one learning to improve English and Maths skills no matter what apprentices previous achievements in these subjects are. Independent learning on BKSB is encouraged to allow apprentices to work at their own pace through learning resources, skills checks and revision scenarios.



NEXT STEPS...

Following successful completion of your apprenticeship, you will be able to progress to the following:

- Operational/Departmental Manager Apprenticeship

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

INTERESTED?

If you are interested in starting your apprenticeship journey? Please contact us at
apprenticeship@catch-22.org.uk



catch-22.org.uk

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