ASD Support
A Foundation For Care

Aspire to Lead in Healthcare

Level 3 Team Leader or Supervisor

Aspire to Lead in Healthcare Apprenticeship Standard

This level 3 apprenticeship training programme develops focused, high achieving, and knowledgeable leaders who lead a team to deliver outstanding patient care.

It is suitable for those taking their first step into line management, as well as those who are experienced in managing a team or a project with clearly-defined outcomes.

You will learn valuable methods to improve performance and will undertake training to develop your skills, knowledge and behaviours in a number of areas that are considered essential aspects of leadership, in a healthcare setting, such as managing people, developing relationships, delivering results, managing yourself and supporting with CQC inspections.

All elements of this training programme have been developed with patient care at their core, ensuring that high quality provision of care remains at the forefront of all development.

Once completed, you can become an associate or member of the Institute of Leadership and Management or Chartered Management Institute. With experience, you could also progress onto our Operations/Departmental Manager apprenticeship programme.

Entry requirements

You must have been a UK, EEA, or EU resident for at least the past three years to undertake this training programme.

In addition, you must be able to commit to the full length of the programme, and be able to meet the programme modules through your job role.

If you do not have a level 2 or equivalent in Maths and English, you will be required to work towards achieving these qualifications as part of your apprenticeship.

What is the duration and how will you learn?

Over the duration of 18 months, you will receive a combination of face-to-face and online training and support.

You will undertake an online assessment that will help us to understand your learning style and needs, then we will tailor your learning experience accordingly.

We ensure that you stay on track to complete your programme on time by managing your progress through our state-of-the-art e-portfolio system, Aptem.

Off the job training

As part of the apprenticeship, alongside your job role, a **minimum of 6 hours per week** of your time in work must be dedicated to improving new skills, knowledge and behaviours.

This can be any time devoted to learning and improving new skills, knowledge and behaviours without interruption, and can include:

Online teaching

Digital learning resources

One to one tuition

Workplace assessment

End-point assessment

Learnt knowledge, skills and behaviours will be assessed by an independent assessor in your end-point assessment (EPA). This typically involves elements such as:
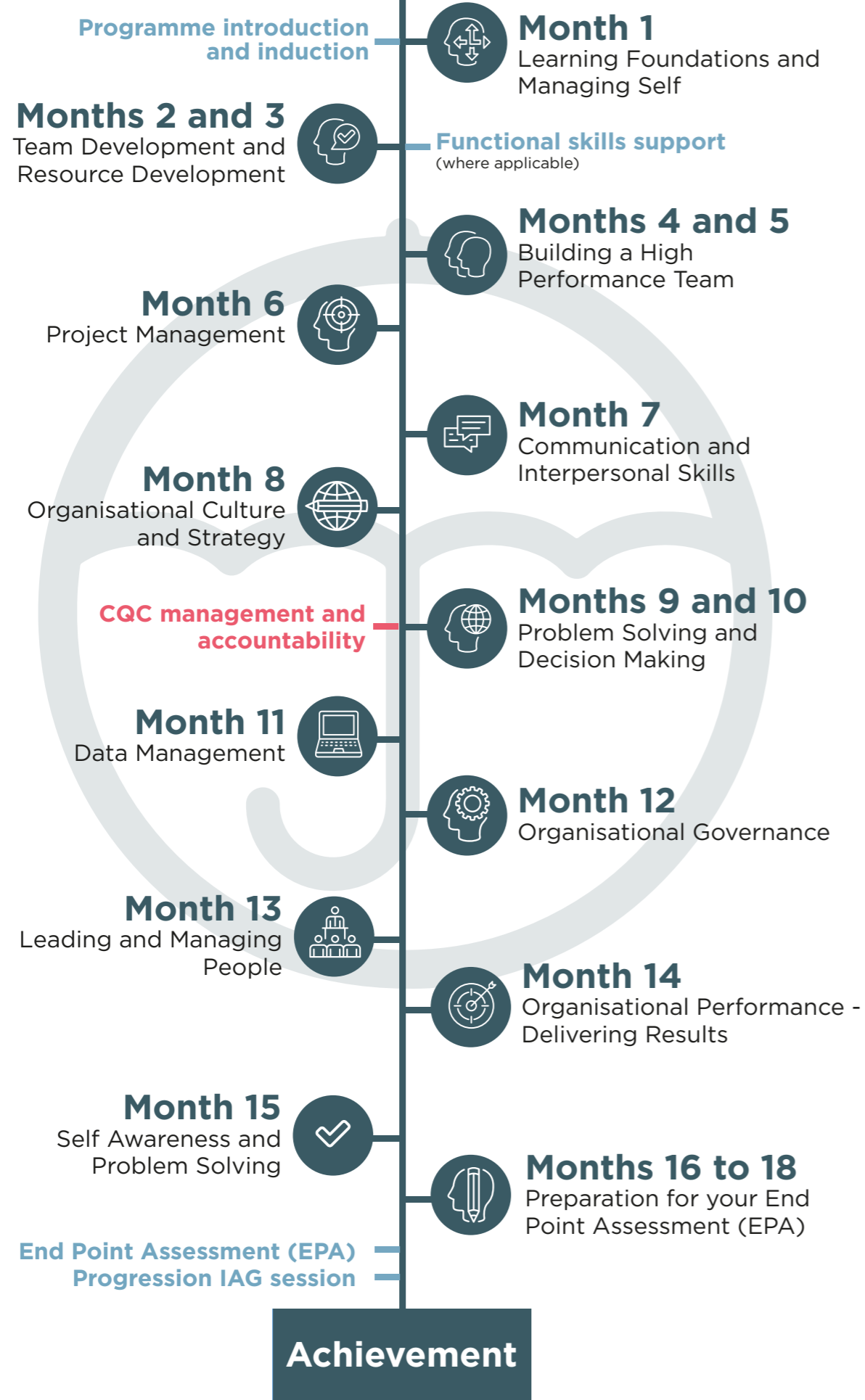
Presentation and Questioning

Professional discussion underpinned by a portfolio of evidence

Your apprenticeship journey

Programme introduction and induction

Month 1
Learning Foundations and Managing Self

Months 2 and 3
Team Development and Resource Development

Functional skills support
(where applicable)

Months 4 and 5
Building a High Performance Team

Month 6
Project Management

Month 7
Communication and Interpersonal Skills

Month 8
Organisational Culture and Strategy

CQC management and accountability

Months 9 and 10
Problem Solving and Decision Making

Month 11
Data Management

Month 12
Organisational Governance

Month 13
Leading and Managing People

Month 14
Organisational Performance - Delivering Results

Month 15
Self Awareness and Problem Solving

Months 16 to 18
Preparation for your End Point Assessment (EPA)

End Point Assessment (EPA)
Progression IAG session

Achievement

You will learn how to:

Deliver results

- ✓ Understand management approaches and models, including creating plans to deliver objectives and setting Key Performance indicators (KPIs)
- ✓ Understand business finance, including organisational governance and compliance
- ✓ Provide reports, considering the financial implications of your decisions and adjusting your approach accordingly
- ✓ Understand problem-solving and decision-making techniques
- ✓ Analyse data to support decision-making
- ✓ Implement operational and team plans
- ✓ Manage resources and change

Manage people and develop relationships

- ✓ Understand different leadership styles and the benefits of coaching to improve performance
- ✓ Understand people and team management models, including team dynamics and motivation techniques
- ✓ Communicate organisational vision and goals and how these apply to teams
- ✓ Build a trusting, high-performing team and motivate them to achieve
- ✓ Manage conflict

Manage yourself

- ✓ Understand the impact you make on the organisation, and understand emotional intelligence
- ✓ Comprehend different behaviour styles
- ✓ Understand time management techniques and tools to manage workload and pressure
- ✓ Create a personal development plan, and be able to reflect on your own performance, working style and its impact on others
- ✓ Take responsibility and be flexible to your organisation's needs
- ✓ Operate within your organisation's values

The 5 pillars of wider learning

Sustainability

Sustainability is about protecting the future of our environment.

Why do we need to learn about sustainability within an apprenticeship?

Through learning about the world and how to best keep it sustainable, you can be encouraged to safeguard and enhance our natural resources.

Developing your attitudes and behaviours to be more environmentally conscious, you can protect the future of our environment.

CIAG

CIAG provides us with careers information, advice, and guidance.

Why is the support of CIAG important within an apprenticeship?

To be inspired, as a learner, to be proactive and to believe in your ability to achieve your aspirations.

This support will help you learn about career pathways available to you, and will:

- Increase your knowledge about the world of work
- Inspire you to succeed
- Improve your social mobility and life chances
- Help you make informed decisions

Cultural capital & personal development

Cultural capital and personal development is about boosting your employability and work and life skills.

Why do we need to understand cultural capital and personal development within an apprenticeship?

Learning about real-life situations and navigating through them will provide you with essential knowledge, that you may need to ensure future success.

This can include: resilience, confidence, time management, finance management, and much more- all important work, behaviour, attitude, and life skills.

British values, safeguarding & prevent duty

We have a responsibility to keep learners safe during their learning, but we are also responsible for what happens beyond that, too.

British values:
As our learner, you should understand: your right to make safe choices; the rule of law is there to protect you; you should be respected for who you are (regardless of age, race, gender and background); and you live in a democracy allowing you to be involved in decisions that protect you.

Safeguarding:
We can ensure that you are supported by the right people at the right time.

Prevent duty:
We can recognise when targets are preyed upon by extremists and we act, report and get help to stop their recruitment.

Equality, diversity & inclusion

Promoting equality, diversity and inclusion entails fair treatment and equal opportunities for all learners.

The impact of embedding these integral areas into your learning programme means that you will be more aware of your social responsibility to protect the vulnerable in our wider society. This will enable an inclusive mindset in your work and home life, as you develop and grow in your career.

Understanding how to protect those in our society from abuse and extreme idealisms, will further enable our future living and working lives becoming safer and fairer.

Level 3 Aspire to Lead in Healthcare

Modules of learning

Learning Foundations

- The details of your own chosen pathway and how you will be supported to collect evidence towards end point assessment.
- How, online safety, equality and diversity, safeguarding and prevent are part of a duty of care.
- How your progress is reviewed, how we support any additional learning needs and appeals procedures (where appropriate).
- Explore and discuss some of the topics you may be learning as part of your overall qualification.

Managing Self

- How to create an effective personal development plan, manage and review this.
- Understand how to use time management techniques to manage workload and pressure.
- Assess and reflect on own performance, able to seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.

Problem Solving & Decision Making

- Problem solving and decision making techniques.
- Approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict.
- Know how to use effective problem-solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.
- How to adapt to change, identifying challenges and solutions.

Data Management

- Understand data management, and the use of different technologies in business.
- Understand how to analyse data to support decision making.
- Know how to collate and analyse data and create reports.

Team & Resource Development

- How to organise, prioritise and allocate work, and effectively use resources.
- How to apply coaching models.
- Approaches to planning, including managing multiple tasks.
- Different leadership styles and the benefits of coaching,
- How to facilitate cross team working.
- How to support, plan and manage change effectively.

Project Management

- Understand the project life cycle and roles.
- Know how to deliver a project including; managing resources, identifying risks and issues, using relevant project.
- Know how to organise, manage resources and risk, and monitor progress to deliver against the project plan.
- How to use relevant project management tools and take corrective action to ensure successful project delivery.

Self-Awareness and Problem Solving

- 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.
- Problem solving and decision making techniques, and how to analyse data to support decision making.

CQC Management & Accountability

- Understand the CQC process.
- Assist in CQC inspections.
- Develop presentation skills.
- Motivate and inspire staff.
- Help to drive ownership and accountability.
- Understand the impact of under-performance.
- Demonstrate good observational skills.
- Support in the documentation of CQC inspection outcomes and improvement measures.
- Understand the professional duty of candour.

Building a High Performance Team

- How to set operational and personal goals and objectives and monitor progress.
- How to build a high performing team.
- Set a good example, that is fair, consistent and impartial and know how they can always be open, approachable, authentic, and able to build trust with others.
- How use of active listening and provision of constructive feedback.
- How to input to discussions and provide feedback.
- How they can build trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts.

Leading and Managing People

- Different leadership styles and the benefits of coaching to support people and improve performance.
- Organisational cultures, equality, diversity and inclusion.
- 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, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.

Organisational Governance

- Understand HR systems and legal requirements, and performance management techniques including setting goals and objectives conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour.
- Organisational governance and compliance, and how to deliver value for money.
- How to monitor budgets to ensure efficiencies and that costs do not overrun.
- How to apply organisational governance and compliance requirements.
- How to operate within organisational values.

Organisational Performance

- Understand how organisational strategy is developed.
- Know how to implement operational and team plans and manage resources and approaches to managing change within the team.
- Data management, and the use of different technologies in business.
- Understand The project lifestyle and roles.
- How to deliver a project including; managing resources, identifying risks and issues, using relevant project management tools.
- Organisational governance and compliance, and how to deliver value for money.

Organisational Culture & Strategy

- Organisational cultures, equality, diversity and inclusion.
- How organisational strategy is developed.
- To communicate organisational strategy and deliver against operational plans.
- To be flexible to the needs of the organisation.
- How to communicate organisation strategy and team purpose, and adapt style to suit the audience.

Communication & Interpersonal Skills

- Different forms of communication and their application.
- How to build relationships with customers and managing these effectively.
- How to able to communicate effectively chair meetings and present to team and management.
- How to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.
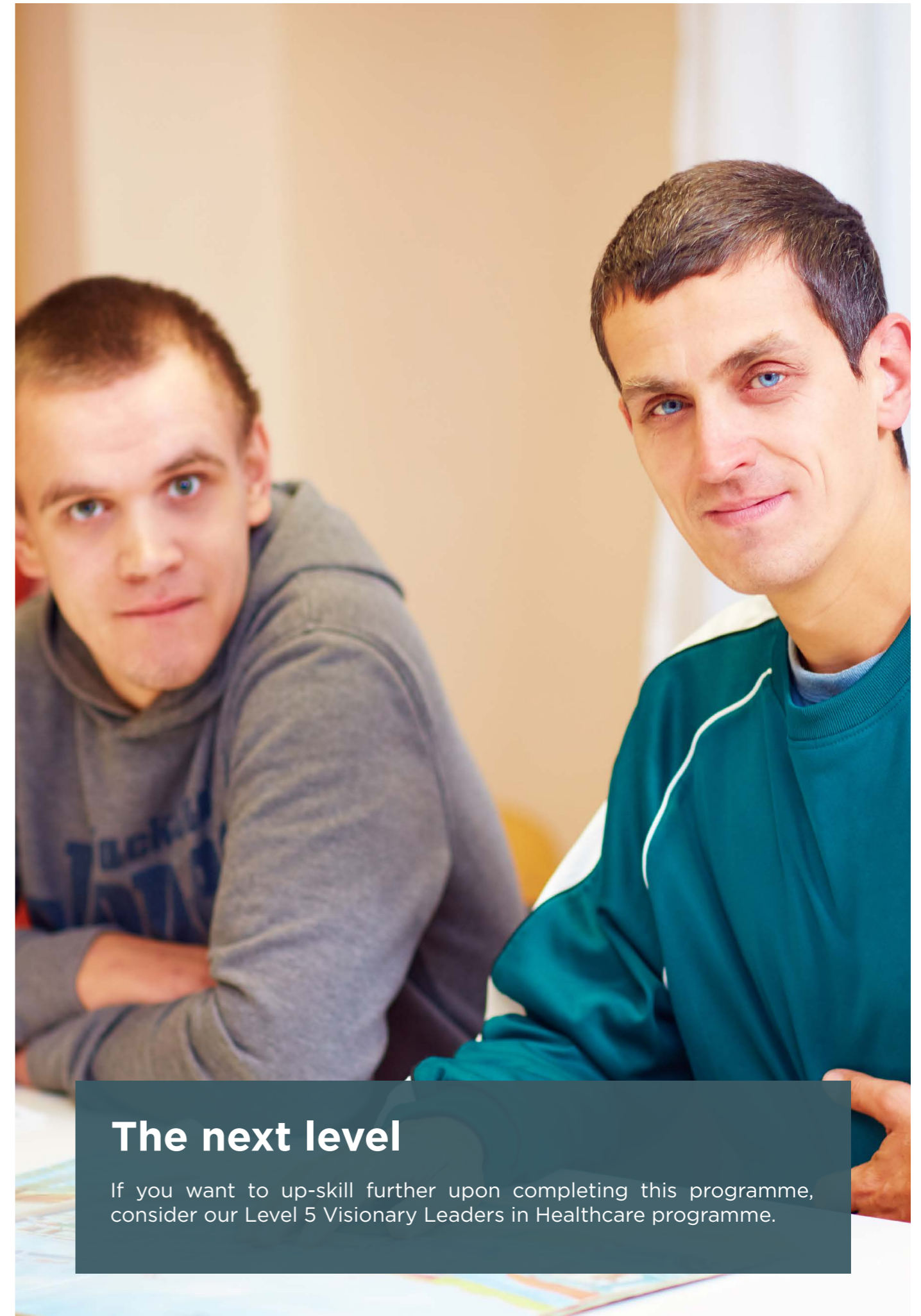
Making an impact, now and in the future

Your career is a path, not a programme. We want to understand your career goals for the future now, so that we're best placed to assist, guide and inform you on your options.

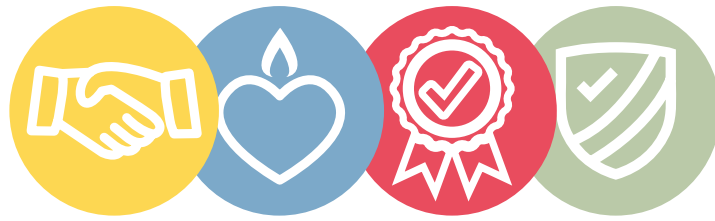## Where do I see myself in my career in 12 months?

What support do I need to get there?

What targets and milestones can I set now to aid me in achieving this?

The next level

If you want to up-skill further upon completing this programme, consider our Level 5 Visionary Leaders in Healthcare programme.

Make an impact

We're all about making an impact, be that individuals making an impact through their day-to-day work, or by organisations making their impact on our economy.

As a national training provider, we make this impact throughout the UK, with expertise in childcare, healthcare, clinical and business skills apprenticeships.

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