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**IMPACT  
FUTURES**

## Level 3 Team Leader

Managing teams & projects to achieve operational goals



## Team Leader Apprenticeship Standard

The Level 3 Team Leader Apprenticeship is designed for those supervisory or first-line managers. It will introduce learners to key concepts around team-leading that are fundamental to confidently lead a team.

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.

At the end of this training programme, you will be awarded a full and relevant Level 3 qualification once a passing grade has been achieved at the End-Point Assessment.

## 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 15 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:

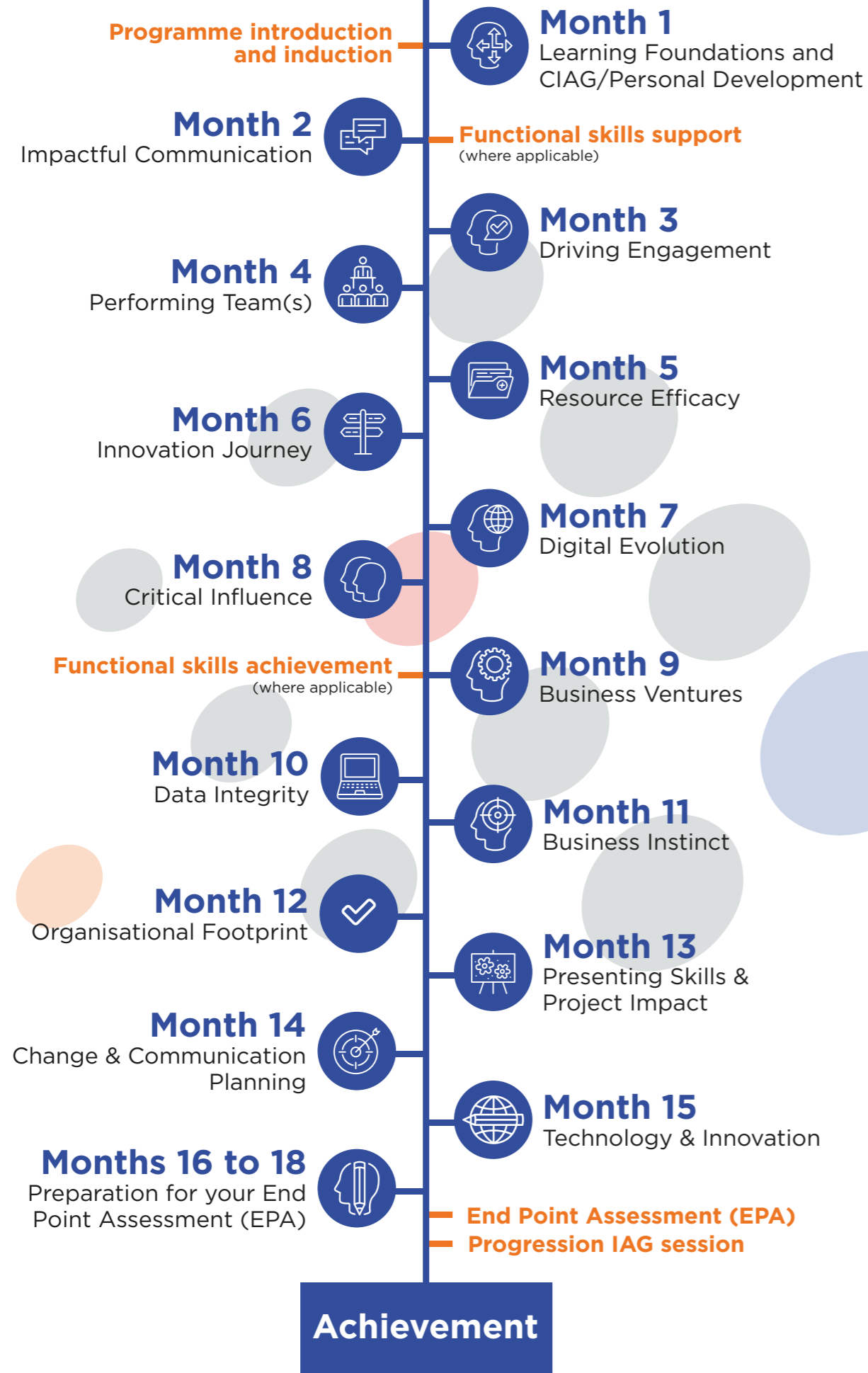


Presentation and Questioning



Professional discussion underpinned by a portfolio of evidence

# Your apprenticeship journey



## You will learn how to:



### Support individual and team development

- ✓ You will develop skills to enable you to contribute to the training and ongoing development needs of individuals and the team
- ✓ Understand how members of the team affect team dynamics
- ✓ How to identify and support the development of the team through informal coaching
- ✓ How to manage your individual or team performance by setting objectives, monitoring progress, and providing clear guidance and feedback



### Develop yourself

- ✓ Investigate theories around the cycle of professional and personal development to comprehend the cycle of development planning for yourself and the members of your team
- ✓ Create a development plan for your own personal and professional growth
- ✓ Understand time management techniques and tools to manage workload and pressure
- ✓ Seek out learning opportunities and continuous professional development that benefit your leadership development



### Link theory with practice

- ✓ You will be able to apply the principles of equity, diversity and inclusion in the workplace and their impact on the organisation and the team
- ✓ Gain insight into recognised models and theories related to strategies for motivation to help you inspire your team
- ✓ Examine the most well-known models, techniques, and theories for mapping stakeholders, so that you can better service key organisational stakeholders

# 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 Team Leader

## Modules of learning

### Personal Development

- Examine how to create an effective personal development plan, manage and review this.
- Outline the use of time management strategies to control pressure and workload.
- Explain the idea of building one's own self-awareness and the steps required.
- Assess the possible effects of accountability and self-leadership on your position within your organisation.
- Examine potential learning styles to take into account when fostering personal growth in for self and others.

### Impactful Communication

- Define organisational strategy in the workplace and how it is used to focus on the tasks that are most important to accomplishing the organisation's goals.
- Describe in detail how to convey organisational strategy, execute against operational plans, convert objectives into team-deliverable tasks, and track results.
- Review techniques to boost your leadership impact and help you communicate powerfully.
- Examine effective strategies for presiding over meetings, delivering information to the audience, and promote participation from others.

### Performing Team(s)

- Define how members of the team affect team dynamics and identify the advantages and disadvantages of team working and lone working.
- Outline the traits of a high-performing team and the methods and approaches to foster and enhance these.
- Describe with reference to established models and theories, describe the motivational strategies utilised to inspire both people and groups.
- Examine efficient methods and approaches for expressing the objectives of the business to the team.
- Review a range of support methods to enable individuals to perform well.

### Resource Efficacy

- Analyse the importance of effective and efficient resource use in organisations.
- Describe resource management and suitable leadership approaches, include reference to how to organise people, money, technology, and time.
- Detail the steps involved and the results of efficiently planning, setting priorities, and assigning tasks to team members.
- Explain how to set SMART objectives for teams and individuals to achieve daily work activities.
- Identify tools and which contribute to the efficient completion of daily work activities.

### Organisational Footprint

- Discuss organisational approaches to corporate social responsibility and sustainability.
- Define what is a business footprint.
- Review simple business strategies for a sustainable future.
- Assess opportunities for sustainable business models in a wide range of industry sectors.
- Evaluate sustainable technology for the workplace.

### Presenting Skills & Project Impact

- Review strategies for effectively communicating business project outcomes to key stakeholders.
- Evaluate the effectiveness of capturing and managing project-related knowledge.
- Assess approaches for project closure.

### Change & Communication Planning

- Determine best practice for coaching and mentoring employees as they transition through the change.
- Review the process of interpreting and communicating the right operational messages to teams and individuals.

### Technology & Innovation

- Explain the positive impact that innovation can have on a team and organisational culture.
- Discuss ways technology can be utilised to respond to operational challenges and overcome barriers to communication, organising data and support organisational goals.

### Learning Foundations and CIAG

- Identify the details of your own chosen pathway and how you will be supported to collect and build a robust portfolio of leading evidence and undertake preparations for both an observation and knowledge test at end point assessment.
- Determine how, online safety, equality and diversity, safeguarding and Prevent are part of a duty of care, understanding the application in the context of leading.
- Assess how your progress is reviewed, how we support any additional learning needs and appeals procedures (where appropriate).
- Research and discuss some of the topics you may be learning as part of your overall qualification.

### Driving Engagement

- Explain how influencing skills and techniques can be used to enhance the relationship with stakeholders.
- Evaluate the scope for and limitations of collaborating with different types of stakeholder.
- Outline the importance of displaying behaviour that supports equality, diversity and inclusion in the workplace when working with stakeholders.
- Determine how unconscious bias can affect how we communicate with stakeholders, especially those from different backgrounds, cultures, or perspectives.
- Describe emotional intelligence and its application to stakeholder and customer relationship management and communication.

### Innovation Journey

- Identify reasons for change in an organisation.
- Explain types of change that may occur in an organisation, considering individual and team reactions, barriers and plans to overcome these.
- Examine the various forms and reasons behind conflicts in organisations, considering stakeholders and the possible effects of change.
- Evaluate how to drive a culture of continuous improvement within the organisation.
- Review critical challenges, business face when having to comply with changing regulation, legislation, and compliance.

### Business Ventures

- Identify the differences between projects and everyday activities.
- Define each stage of the project life cycle, roles and responsibilities.
- Explain the reasons organisations use projects, detailing types of projects in an organisation.
- Detail the aim, objectives and scope of a proposed workplace project.
- Outline how to manage risks and monitor progress to the successful delivery of a project.
- Assess how completed projects can be evaluated.

### Digital Evolution

- Describe the main digital leadership problems that exist in today's workplace.
- Explain how to use technology in an effective and efficient manner.
- Reflect and handle obstacles, challenging circumstances, and technologically related solutions to satisfy corporate needs.
- Evaluate the impact of technology, AI and the future of leadership.

### Critical Influence

- Outline how mindset and personal bias influence your ability to solve problems and make decisions.
- Reflect on how mindset and personal bias influence your ability to solve problems and make decisions.
- Evaluate the use of problem solving and decision-making techniques when leading a team.
- Evaluate the role of influence of stakeholders involved in the decision-making process.

### Data Integrity

- Explain reasons why organisations collect data and information.
- Define the differences between data and information.
- Examine the legal and organisational requirements for managing data and information.
- Review how technology is used to manage and analyse data in the workplace.
- Evaluate the advantages and disadvantages of tools used to communicate findings to a target audience.

### Business Instinct

- Summarise internal or external forces that impact an operational functionality of an organisation.
- Define business acumen and understand how it benefits a leader in the workplace.
- Review business models and how an organisation creates, captures, and delivers value.
- Evaluate business strategy and how organisations gain competitive edge.

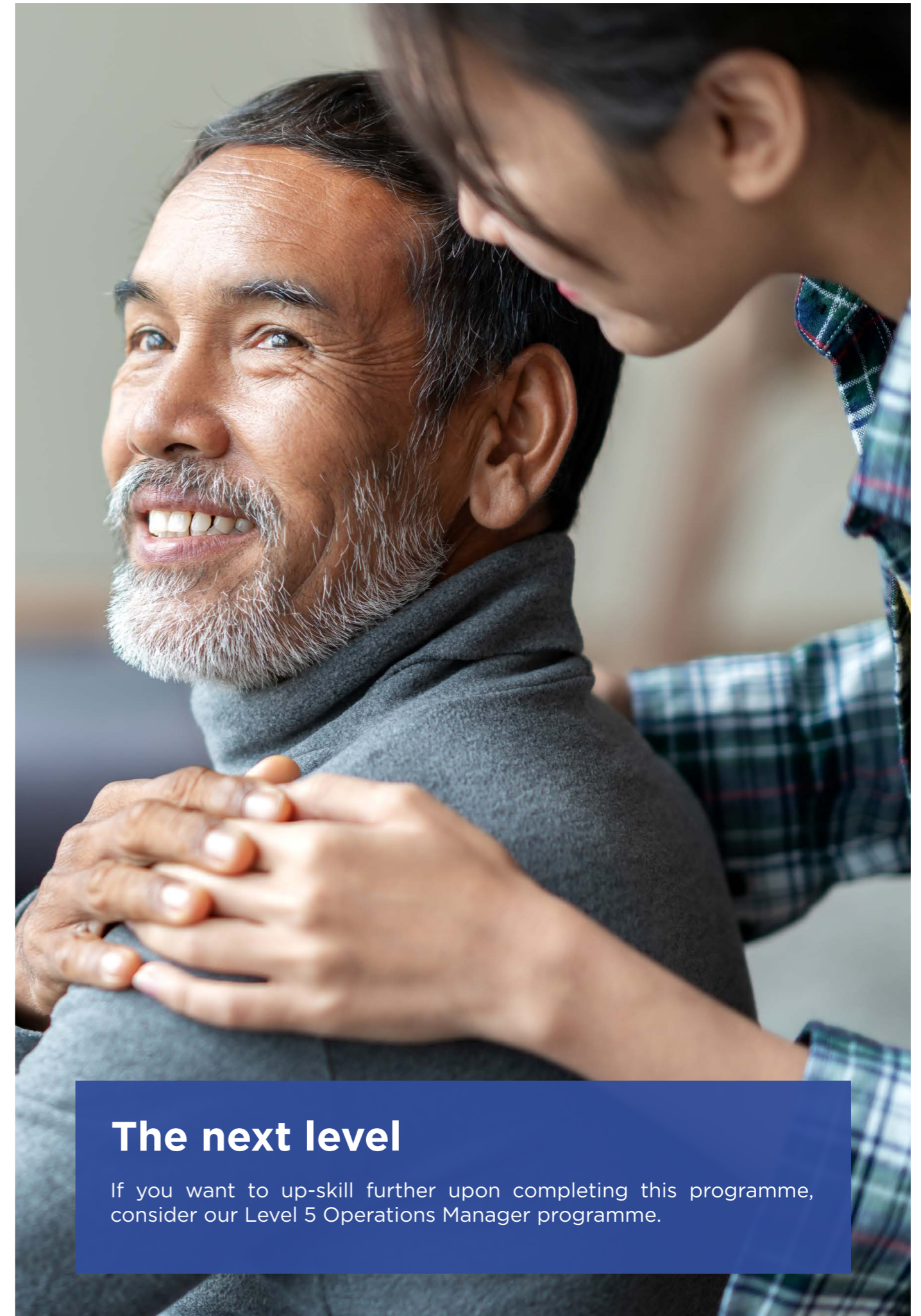
## Making an impact, now and in the future

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 Operations Manager programme.



**Integrity**



**Fun**



**Diversity**



**Connecting**



**Committed**



## 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.

01753 596 004 | [info@impactfutures.co.uk](mailto:info@impactfutures.co.uk)

