

TEAM LEADER APPRENTICESHIP

A Team leader is a first line management role, with operational and project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Level: 3 (Equivalent to A-Level)

Typical Duration: 15 months

Maximum Funding: £5,000

KEY THEMES INCLUDE:

The course has been designed to cover the 24 key areas of knowledge, skills and behaviour required to be an effective team leader.

- Leading people
- Managing people and a team
- Building relationships
- Communication
- Time management
- Delegation
- Problem solving
- Decision making
- Project management
- Finance
- Behaviours
- Interpersonal skills

TYPICAL JOB TITLES INCLUDE:

Supervisor | Team Leader | Project Officer | Shift Supervisor | Manager
Foreperson | Shift Manager | Junior Managers | Middle Managers

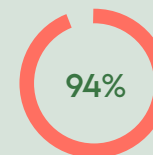
BENEFITS

BENEFITS FOR EMPLOYERS INCLUDE:

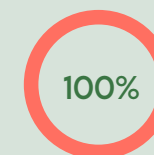
- Delivered digitally by an experienced team of trainers
- Develop improved communication and interpersonal skills
- Develop greater strategic thinking and internal customer focus
- Increased motivation for delegates
- Visible commitment and investment for delegates
- Helps with career progression and succession planning

BENEFITS FOR EMPLOYEES INCLUDE:

- Improved knowledge, skills and behaviours to improve performance
- Increased job satisfaction and confidence
- Raised profile within your organisation
- Platform for further learning and career progression
- Recorded workshops that fit in around your working pattern
- Connected learning tracked digitally by an online portfolio



of Employers felt that BPIF Training delivers training that is up-to-date, relevant and meets industry standards.



of Employers would recommend BPIF Training to another employer.

OTHER APPRENTICESHIPS AVAILABLE

APPRENTICESHIP SERVICES	LEVEL	COST	DURATION (MONTHS)	5% COST NON-LEVY
Team Leader / Supervisor	3	£5,000	15-18	£250
Customer Service Practitioner	2	£3,500	18	£175
Customer Service Specialist	3	£4,000	18	£200
Business Administrator	3	£5,000	18	£250
Lean Manufacturing Operative	2	£6,000	18	£300
Print Technician	3	£14,000	30	£600
Print Operative	2	£8,000	24	£400
Operations / Depart Manager	5	£9,000	24	£450
Signage Technician	3	£10,000	24	£500
Supply Chain Practitioner	3	£15,000	20	£750
Process Leader	4	£11,000	18	£550

KNOWLEDGE, SKILLS & BEHAVIOURS

KNOWLEDGE - UNDERSTAND OF THE FOLLOWING:

- Understand different leadership styles and the benefits of coaching to support people and improve performance.
- Understand organisational cultures, equality, diversity and inclusion.
- Understand approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict.
- Know how to facilitate cross team working to support delivery of organisational objectives.
- Understand different forms of communication and their application.
- Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns.
- Understand how organisational strategy is developed.
- Know how to implement operational/team plans and manage resources and approaches to managing change within the team.
- Understand data management, and the use of different technologies in business.
- Understand problem solving and decision making techniques.
- Understand how to analyse data to support decision making.

SKILLS - COMPETENT TO DO THE FOLLOWING:

- Able to communicate organisation strategy and team purpose, and adapt style to suit the audience.
- Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively.
- Building relationships with customers and managing these effectively.
- Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management.

SKILLS CONTINUED:

- Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes.
- Able to adapt to change, identifying challenges and solutions.
- Ability to organise, prioritise and allocate work, and effectively use resources.
- S5.4 Able to collate and analyse data and create reports.
- Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.

BEHAVIOURS - LEARN TO DO THE FOLLOWING:

- Drive to achieve in all aspects of work.
- Demonstrates resilience and accountability.
- Determination when managing difficult situations.
- Flexible to the needs of the organisation.
- Is creative, innovative and enterprising when seeking solutions to business needs.
- Positive and adaptable, responds well to feedback and need for change.

MORE INFORMATION

To find out more about our Apprenticeships, please contact our team at training@bpif.org.uk or call us on 01676 526 060.



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