



North Tyneside Council

Team Leader Apprenticeship

Enrolment Requirements

For more information or to apply ring (0191) 643 2288
or to apply online go to
www.northtyneside.gov.uk/ala

In order to enrol on this course, you **must** be in paid employment in one of the following roles team leader; section leader; floor manager; helpdesk manager; trainee supervisor; team co-ordinator which will ensure it fits the requirements of the apprenticeship. You will attend a monthly hub session to support the completion of your qualification. You will need to have 5 good GCSE's and/or level 2 equivalent qualification or some previous experience in this role to qualify for this apprenticeship. If you do not already have maths and English GCSE pass you will need to achieve level 2 functional skills in both subjects during your apprenticeship by attending weekly sessions. You will be assessed before starting the programme to ensure the above qualifications will be achieved within the time frame of your programme.

What will I learn on this course?

You will learn knowledge, behaviours and skills through blended learning, consisting of group training sessions, digital learning and tutorials carried out in the workplace. You will complete a level 3 Diploma in management alongside your apprenticeship programme. This must be achieved before you take your end point assessment test.

- With coaching and support from your employer and your tutor, you will apply the knowledge, behaviours and skills to your organisation's standards and to your Team Leader role
- Managing people and developing relationships
- Communicate work-related information
- Lead and manage a team
- Principles of team leading
- Delivering Results
- Equality and diversity
- Managing conflict within a team
- Developing flexibility, professionalism and responsibility
- Personal effectiveness
- Your end point assessment will include a knowledge test, competency-based interview and a professional discussion relating to CPD activity.

Further information can be found here:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/team-leader-supervisor/>

Assessment**End Point Assessment Centre: NCFE**

Your knowledge, skills and behaviours will be assessed at the end of your apprenticeship, by a knowledge test based on scenario's, a competency-based interview and a professional discussion based on CPD activity as well as assessment methods used in achieving your management qualification.

Course Length

The Advanced Apprenticeship in Team Leader is completed within 20 months so you must be employed for this time.

Attendance

You will be working in a management environment receiving on the job coaching and training in the workplace and will attend the training centre for monthly training sessions in leading a team and, if required, weekly sessions in functional skills. You will be using digital learning materials and will be required to complete tasks and upload these to your e-portfolio, during allocated off the job training. This training will all be during your contracted hours of work.

What else do I need to know?

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any business. All training materials will be provided at the training centre.

What could I do next?

You could move on to a Customer Service Specialist or Associate Project Manager apprenticeship.