Level 3

Team Leader Apprenticeship Programme

Skills4

Welcome

Becoming a Team Leader Apprentice is more than just a qualification — it's a chance to develop life-changing skills, grow your confidence, and build a career. This programme is designed with you in mind, offering the tools, knowledge, and hands-on experience to help you thrive. Along the way, you'll be supported by dedicated tutors and a network of professionals who want to see you succeed. Every step brings new challenges, achievements, and opportunities to grow.

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About us

Skills4 is an Apprenticeship Training Provider dedicated to initiating and furthering the careers of apprentices. We take pride in delivering high-quality training programmes to Apprentices and have a team of tutors ready to guide and support Apprentices on their journey to certification.

Our Level 3 Apprenticeship Standard for Team Leaders is aligned and recognised by The Institute of Leadership and Chartered Management Institute.

Course
Information

Course Information

Who is the course for?

Apprentices work under the supervision of a manager. We have taken the Level 3 Apprenticeship Standard and looked at ways in which we can be sure it meets the needs of employers and provides flexibility and adaptability.

At Level 3, there are various topics that apprentices will learn including:

> **Course duration:**
>
> 12 months plus EPA period.

- ✓ Building a high-performing team
- ✓ Implementing operational plans
- ✓ Managing change and continuous improvement in the workplace
- ✓ Contributing to projects.
- ✓ Problem analysis

How will Apprentices be taught?

2 hours live online sessions, every two weeks

Learn directly from our qualified professionals via Microsoft Teams. Stay connected and grow your skills!

On-demand, one-to-one support

Need help? Get personalised support whenever you need it, no waiting around.

Quarterly reviews

We'll track your progress and keep you on the right path with regular check-ins every three months.

24/7 online training platform 'Bud' access

Access all your learning resources anytime, anywhere on — learning on your terms!

Support from Your Team Leader

Your Team Leader ensures you have the guidance and resources to succeed, supporting your training every step of the way.

Dedicated support in the workplace

Your Educational Supervisor is there to help, guide, and mentor you every step of the way.

What is covered?

The sequence of teaching and learning is planned to provide a knowledge and skills framework to build progressive steps from induction to module endpoints and apprenticeship standard end-point assessment. British Values are integral to encouraging Apprentices to voice their opinions through various avenues such as online teaching, workbook activities and discussions during the learning programme.
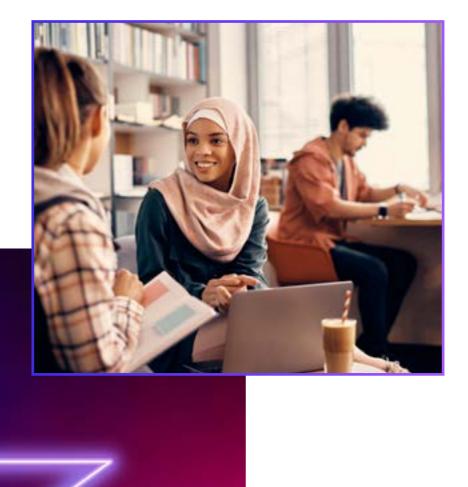
What are the Entry Requirements?

Team Leader Apprentices will need to have exposure in their role to:
- Manage, Supervise or Mentor team members – ideally 2 or more
- Evidence of being able to coach a team member over a period of time
- Hold one-to-ones, appraisals or job chats with team members
- Has supported with projects in the workplace
- Being able to evidence how they have or would manage a budget

Your
Learner
Journey

Your Learner Journey

1

Skill Scan and Initial Assessment

Once Apprentices have commenced the enrolment process, they will be asked to submit any evidence of prior learning/GCSE results. They will receive a link to complete a BKSB English & Maths initial assessment which must be done prior to a sign-up meeting being arranged between themselves, the employer and the enrolment team. It is important that time is taken with this and the BKSB is completed to the best of their ability so that we can offer tailored support whilst completing the apprenticeship. During the enrolment meeting, Apprentices will be required to undertake a skills scan to establish their starting point on the programme and help us to individualise their learning with Skills4.

2

Induction

Apprentices will receive a detailed induction onto their apprenticeship, which will include key information needed to start the programme. This also includes welcome activities such as careers, advice and guidance information. Furthermore, Apprentices will attend a live and interactive induction where they will learn:

Key information concerning the apprenticeship
- How to develop Maths, English and digital skills
- The apprentice role and responsibilities in Safeguarding, Prevent and British Values
- The expectations and requirements of the programme

3

Tutor Support

Apprentices will be allocated a tutor who will coach, support and guide them throughout their apprenticeship. They will have full access to Bud, our online training platform, so that on day 1 of their apprenticeship they will be able to review activities, live sessions and coursework immediately.

Completing these activities will contribute to off-the-job learning. Apprentices can book a 1:1 with their tutor to discuss Bud in detail, exempting activities where relevant and also setting their personalised activities that are tailored to Apprentices and the employer's needs.

4

On programme

During this stage of the apprenticeship, Apprentices will work to improve knowledge skills and behaviours required for the apprenticeship standard and complete the required off-the-job training. This will involve regular 1:1 meetings with their tutor, in addition to live sessions during which they will plan to stretch and challenge their learning. They will also be learning and developing new skills/competencies and knowledge in the workplace.

Throughout the duration of the apprenticeship, training and development are delivered virtually through weekly live interactive sessions.

On our online learning platform, Apprentices will be able to access learning and recap all of their own learning at their own convenience. They will be given submission deadlines for assessments and will be expected to submit work that has been set by their tutor, providing evidence of competence and knowledge.

Formal Progress reviews are scheduled every 10 to 12 weeks with the learner, their educational supervisor and their tutor. Progress reviews are an opportunity to review and reflect on progress to date, visualising how they have developed against the required knowledge, skills and behaviours. Progress reviews are also an opportunity to discuss career aspirations, welfare, current affairs and other hot topics.

5

Gateway

Upon completion of their qualification, Apprentices will go through gateway. This is a 3 way meeting with the learner, employer and tutor to confirm mandatory aspects of the apprenticeship are complete and that the learner is ready to undertake the end-point assessment. Once this is agreed upon, Apprentices will complete the end-point assessment with the independent End Point Assessment Organisation. They will receive support all the way up to the day of their End Point Assessment.

6

End Point Assessment

The End-point Assessment (EPA) process involves a Final Awards Board held post-gateway.

The Final Awards Board will review the following:
- Evidence of completion of qualification
- Evidence confirming the learner holds Level 2 Maths and English qualifications
- Evidence of the requirement of a minimum of 12 months of valid work experience

7

Certification

On successful completion of EPA, Apprentices will receive a certificate confirming their achievement.

Unit
Breakdowns

Unit Breakdowns

Building a High Performing Team

Learn about different performance management techniques.

How to identify the learning needs of others and solutions you can use to address them.

Understanding different policy and procedures relating to people and organisational culture.

Leadership and management approaches and the principles of equity, diversity and inclusion in the workplace and the impact this can have on the organisation and the team.

How to use tools to help organise and work activities.

How to support the development of the team through coaching and continuous professional development.

Be aware of your own progression and development through completion of 360- degree feedback, SWOT analysis and Personal Development Plan.

Data Collection, Benchmarking and Using Technology

Learn about processes and policies which support the delivery of operational requirements.

Become aware of regulations, legislation, and compliance that can impact your role and the organisation.

Understand what IT and software can be used to support the activities and running of the business.

Understand external factors and the wider social and economic environment that affect the workplace with a focus on - sustainability, net carbon zero, and how they are managed.

Be able to collate, interpret and communicate data and information to meet the needs of different stakeholders

Become aware of how you use technology and the potential to reduce energy consumption through their optimisation of daily tasks in the team.

Communication and implementing operational plans

Includes learning and furthering knowledge in:

- How to manage and use resources to support the implement of operational and team plans.

- Understanding an organisational strategy and how to communicating effectively can impact others.

- Understanding different communication methods including presentations to support stakeholder relationships.

- How to collaborate with stakeholders in the organisation to ensure the delivery of operational goals.

Problem Analysis and Conclusions

Learn about organisational strategy and objectives and how your job role can impact them.

Learn about problem-solving and decision-making techniques that you can use in your role to support with decision-making.

Be aware of how you can use negotiation techniques to help influence decisions in the workplace.

Understand how cross-team working can help with the delivery of organisational objectives.
Development

People and Relationships

Learn about stakeholder management in the workplace.

How to manage individual and team performance learning about setting objectives, monitoring progress, and providing clear guidance and feedback.

Learn how to manage and maintain relationships within a diverse workforce and stakeholders.

How you can interpret policies in your workplace and support the delivery of equity, diversity and inclusion in the workplace and monitor their impact on their team.

Contributing to a project

Learn about a range of project management tools and techniques and how you can use these to support a project.

How you can use time management and prioritisation tools to successfully support a project.

Understand how to monitor project progress and take any corrective action to deliver against the project plan.

Understand how you can take accountability and ownership of their tasks and work-load within the project.

Future Plans and Opportunities

Learn about the impact that internal and external factors can have on the organisation and be able to create a PESTLE analysis.

Maintain awareness of any future changes in your sector and how these may impact your organisation.

Be able to work flexibly to the needs of the organisation and adapt in different circumstances.

Managing Change and continuous Improvement

Understand how to apply principles of change management and support continuous improvement.

Learn approaches to managing budgets, and how to maximise efficient use of re-sources.

Be able to review work processes to identify opportunities to improve performance and continuous improvement.

How to support and manage individuals and the team through change by identifying challenges and helping to resolve them.

Be able to learn ways to negotiate with and challenge stakeholders to manage change and help reduce conflict.

Off-the-job Training

Off-the-job Training

What is off-the-job training?

Off-the-job training is a statutory requirement for an English apprenticeship. It is training which is received by the apprentice within their practical period, during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship that is referenced in the apprenticeship agreement. By normal working hours, we mean the hours for which the apprentice would normally be paid, excluding overtime.

Why during working hours?

An apprenticeship is a work-based programme. Therefore, it is reasonable that the training must be delivered during the apprentice's normal working hours, away from their productive job role. It would be unfair to expect an apprentice to undertake the apprenticeship in their own time, in addition to their (potentially full-time) job role.

If the required off-the-job training must, by exception, take place outside of the apprentice's normal working hours (e.g. in an evening or at the weekend, for an apprentice that normally works Mon-Fri 9-5), the apprentice must agree to this and be compensated for this time (e.g. through time off in lieu (TOIL) or by being paid for these hours). The majority of the programme must not be delivered in this way.

More information on off-the-job training can be found on the **www.gov.uk website**.

Theory:

- ✓ **Classes & workshops**
- ✓ **Online Webinars**
- ✓ **Masterclasses**
- ✓ **Reading & Research**
- ✓ **Lunch & Learn Sessions**
- ✓ **Roleplay & Simulation Exercises.**

Practical Training:

- ✓ **Job Shadowing Mentoring**
- ✓ **Attending Meetings**
- ✓ **Networking & Events**
- ✓ **Visits to wider parts of department**
- ✓ **Project Work.**

Learning Support:

- ✓ **Writing Assignments**
- ✓ **Writing Self Assessments**
- ✓ **Revision**
- ✓ **Exam Prep**
- ✓ **One-to-one Tutorials**
- ✓ **Peer Discussions.**

Frequently Asked Questions

What are the entry requirements?

Team Leader Apprentices will need to have exposure in their role to:

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Are functional skills required?

GCSE Grade C or above or Grade 4 and above in both English and maths.

If IApprentices do not hold the qualifications above it is a requirement of the apprenticeship for them to enrol on English and maths Functional Skills at Level 2. Skills4 has an experienced dedicated team to support learners to achieve this whilst on the programme with us.

Where can a Team Leader career lead?

Building on the successful completion of the Team Leader programme, Apprenitces could:

- Progress to the next level of management apprenticeships - Level 5
- Progress to management and senior management roles across hospital and community pharmacy

How many hours is the apprentice likely to need off-the-job (OTJ)?

Apprentices will need to spend 6 hours of their working week on OTJ activities. There should be no additional time required unless the learner requires additional learning support; this will usually be discussed at induction.

What is expected of the employer?

Skills4 will take the lead on off-the-job training to an extent but there will be an emphasis on the employer to contribute to the organisational training required. Employers will also need to arrange on-the-job training for Apprentices in line with our scheme of work. In addition to supporting the training requirements above, we ask for your participation in 12-weekly formal progress reviews and evidence sign-off. The employer will also lead the formal gateway meeting at the end of the learner's training programme.

Get Started Today!

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Skills 4