

# Team Leader

## Level 3

### Overview:

The Level 3 Team Leader apprenticeship has been designed to equip aspiring leaders with the essential skills and knowledge needed to effectively manage and motivate teams.

This apprenticeship is ideal for those in or aspiring to supervisory roles, providing practical training in key areas such as communication, problem-solving, project management, and leadership techniques.

By completing the apprenticeship, individuals will gain valuable insights into managing team dynamics, driving performance, and supporting organizational goals, all while working towards a nationally recognized qualification.

Whether you're looking to step up in your current role or develop a solid foundation for a leadership career, the Level 3 Team Leader apprenticeship offers the tools and experience to succeed.

#### Professional recognition:



On completion, apprentices may choose to register as Associate Members with the Chartered Management Institute and/or the Institute of leadership and management, to support their professional career development and progression.

### What to expect from Linden:

- Bespoke content customised for your organisation and its goals.
- Support from a dedicated Trainer who will support with learning, skill competency and developing evidence. Always aiming for Distinction grade at EPA.
- Individual support and mentoring to make every apprenticeship a success.
- Access to our virtual learning environment.
- Live workshops delivered by specialist Trainers.
- Dedicated Account manager.
- Blended learning approach, distance and face to face visits from your Trainer to suit the employer and learner needs.

### Key information:



Level:  
**Level 3**



Duration:  
**15 months**  
(Not including EPA period)



Format / Delivery:  
**Blended learning model**



Funding band:  
**£5,000**



Contextualisation available:  
**Yes**

#### Functional skills

Maths and English Functional skills qualifications are available at Level 1 and 2 for eligible learners aged 19 +. Apprentices aged 16-18 must complete these qualifications as a mandatory part of their programme. For more information, please contact the Linden team.

#### Relevant to:

Team Leader or Supervisor in a first line management role or an experienced manager who has received no formal training previously.

# What is included in the Standard:

Knowledge	Skills & Practical Application	Behaviours
<ul style="list-style-type: none"> <li>• Presentation skills and methods.</li> <li>• Relevant regulation and legislation requirements, and their impact on their team, the individual, their role and the organisation.</li> <li>• Legislation and organisational policies relating to equity, diversity and inclusion in the workplace and their impact on the organisation and stakeholders.</li> <li>• Approaches to people management, for example recruitment, performance and resource planning.</li> <li>• IT and software tools used to support the current and future needs of the organisation.</li> <li>• Methods for researching, analysing, interpreting and evaluating data to inform judgements and enable decision making.</li> <li>• Financial management techniques and implications of decisions for budgets.</li> <li>• How to identify and manage organisational improvement opportunities.</li> <li>• Project management tools and techniques.</li> <li>• Methods used to identify, manage and prioritise stakeholder relationships.</li> <li>• The current and future needs of the sector and the impact on their organisation.</li> <li>• Problem solving and decision-making techniques.</li> <li>• Influencing and negotiation models and techniques.</li> <li>• Conflict resolution and mediation processes.</li> <li>• Communication techniques and approaches.</li> <li>• Ethics and values-based leadership theories and principles, for example employee wellbeing.</li> <li>• Change management concepts and methods for implementing change within the organisation.</li> <li>• Leadership and management tools and techniques.</li> <li>• The sector in which the organisation operates and its impact on their role.</li> <li>• The continuous development requirements and learning needs of their team.</li> <li>• Business continuity principles, including risk assessment, contingency planning and disaster recovery.</li> <li>• Organisational policies and procedures, for example health and safety.</li> <li>• Responsible organisation policies and practices covering social, environmental, and economic factors, including sustainability.</li> <li>• Coaching and mentoring techniques.</li> <li>• The strategic direction of the organisation and the impact on operational plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate and present information to stakeholders using different types of media.</li> <li>• Identify problems and provide solutions.</li> <li>• Manage and set goals and accountabilities for individuals and teams.</li> <li>• Analyse performance data for individuals and teams to identify areas for improvement.</li> <li>• Manage and influence project activity to deliver within budget and resource requirements.</li> <li>• Lead and influence the team and individuals to support an inclusive culture of equity, diversity, and the promotion of well-being.</li> <li>• Motivate team members and individuals through collaborative activities.</li> <li>• Use digital tools to analyse information and monitor performance and budgets to drive the implementation and delivery of plans and projects.</li> <li>• Research, interpret and analyse information to inform the implementation of business plans or projects.</li> <li>• Evaluate the impact of outcomes from organisational plans or projects to drive the decision-making process.</li> <li>• Interpret and implement the practical application of regulation, legislation and organisational policies for stakeholders.</li> <li>• Manage continuous improvement and change for their team and organisation.</li> <li>• Analyse and prioritise organisation activities.</li> <li>• Implement business continuity plans, including risk assessment, contingency planning and disaster recovery.</li> <li>• Identify and respond to external factors that may influence the future landscape and evaluate their impact on the organisation.</li> <li>• Influence and negotiate with stakeholders to shape and agree goals and outcomes.</li> <li>• Manage relationships across multiple and diverse stakeholders.</li> <li>• Deliver sustainable services and solutions which allow the organisation to respond to changes in social, economic and environmental factors.</li> <li>• Manage and facilitate learning and continuous professional development for their team.</li> <li>• Coach and mentor individuals within their team.</li> <li>• Develop and implement operational plans that align with the strategic direction of the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Acts professionally, ethically and with integrity.</li> <li>• Supports an inclusive culture, treating colleagues and stakeholders fairly and with respect.</li> <li>• Takes accountability and ownership of their own and the team's tasks and workload.</li> <li>• Seeks learning opportunities and continuous professional development for self and the wider team.</li> <li>• Works flexibly and adapts to circumstances.</li> <li>• Works collaboratively with others across the organisation and stakeholders.</li> </ul>



## Typical learner journey:



### 1. Enquiry / Consultation

Prospective learners and employers begin their Linden journey with an exploration session to better understand goals and objectives.



### 5. Learning journey commences

With enrolment and induction completed, learners start their learning journey by engaging with regular session, workshops, projects, assignments and reviews, with full guidance and support from their dedicated Trainer.



### 2. Programme Introduction

Learners are invited along with their line managers to an Introduction. This session provides a full programme overview, opportunity for Q&A and agreement of next steps.



### 6. EPA Prep and Gateway

Learners prepare for their End Point Assessment (EPA) by reviewing key concepts and skills essential for demonstrating competency against the skills, knowledge and behaviours set out in the Standard.



### 3. Onboarding / Enrolment

Learners are sent links to our online enrolment form, skills gap analysis and functional skills diagnostic assessments.



### 7. End Point Assessment

The End Point Assessment is the final evaluation where learners showcase their acquired skills, knowledge and behaviours.



### 4. Induction

Learners participate in a comprehensive induction with their dedicated Trainer. This session supports understanding of expectations and resources (including an introduction to the e- portfolio).



### 8. Achievement / Progression

Upon successful completion of the EPA, learners celebrate their achievement and may choose to progress to a higher level within the same sector or explore new pathways.

## End Point Assessment:

The End Point Assessment process consists of two assessment processes:


Assessment method	Areas assessed	Weighting
Project report, presentation and questions	Knowledge / Skills / Behaviours	50%
Professional discussion referencing the written evidence	Knowledge / Skills / Behaviours	50%



# Employer contracting:

All employers who want to utilise the Apprenticeship Levy or Co-investment model are required to contract with a ROATP approved provider and follow the Government approval process for onboarding new learners and securing funding for each apprenticeship Standard in the Digital Apprenticeship Service.

## 5 steps to employer contracting:

1	2	3	4	5
Initial advice and guidance	Contracting	Compliance	DAS approval	Progress reviews and reporting
Discussions around apprenticeship intent and requirements of the Standard. Dedicated Linden account manager support from inception through to EPA.	Contract for services issued online for review and electronic signature.	Employer to complete Health & Safety compliance and provide Insurance Liability certification for the apprentices workplace.	Agreeing learners to enrol and approval on the Digital Apprenticeship Service. 	Employers will be invited to attend progress reviews and receive updates throughout their apprentices journey.

## Progression options:

On completion of your apprenticeship you may choose to advance to a higher level within the same subject area or explore a completely new pathway.

Associate Project Manager	Level 4
Operations Manager	Level 5
Coaching Professional	Level 5

## What our learners have to say:

“

The course is presented in a professional way, with the opportunity to discuss the scenarios within our working environment. The course is at a good pace, and I receive the relevant information and advice to support and extend my knowledge. I found the course interesting, informative, and well-led.

John

”

“

I was asked by my manager if I would like to sign up for an Apprenticeship, at first, I was a bit skeptical as I thought my school days were over! I decided it would be a good opportunity for me to expand my knowledge and further my skills and so far, I am really enjoying the course.

Joselina

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## Contact us today:

For more information about Apprenticeships at Linden, call us on **0800 2980632** or visit our website at: **[lindenmanagement.org.uk](http://lindenmanagement.org.uk)**

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