

# **Team Leader (Supervisor) - Level 3 Advanced Apprenticeship**

Apprentices will learn:

- Team management principles - including team dynamics, motivation and managing resources and workloads
- Leadership techniques - including coaching, decision making, role modelling and managing change
- Performance management - including absence management, conducting appraisals, setting goals and objectives
- Relationship management - including negotiation and networking skills and customer and stakeholder management
- Communications - including active listening, chairing meetings, presentation and digital, verbal and written communication skills
- Human resources (HR) and legal requirements - including equality, diversity and inclusion
- Operational and project management - including planning and prioritisation, collecting, analysing and using data and risk management
- Financial management - including controlling budgets, delivering value for money and governance and compliance

## **ENTRY CRITERIA**

Apprentices will be required to have or achieve level 2 English and Maths tests prior to completion of their Apprenticeship.

**Duration:** 15 months

**Location:** Workplace/College

**Sector:** Business and administration standards