



Fact Sheet

Team Leading and Management Apprenticeships

About the Industry

Around 3.2 million people help to keep businesses running in the public, private and not-for-profit sectors. This includes registered directors, company and chartered secretaries, general administrators and specialist administrators who, in addition to general administration skills, also need sector-specific knowledge to fulfil job roles such as Team Leaders and Management.

Types of Jobs

- Team leader
- Section leader
- Trainee supervisor
- Call centre team manager
- Supervisor

Progression Opportunities

- Senior supervisor
- Manager
- Head of function
- Area manager

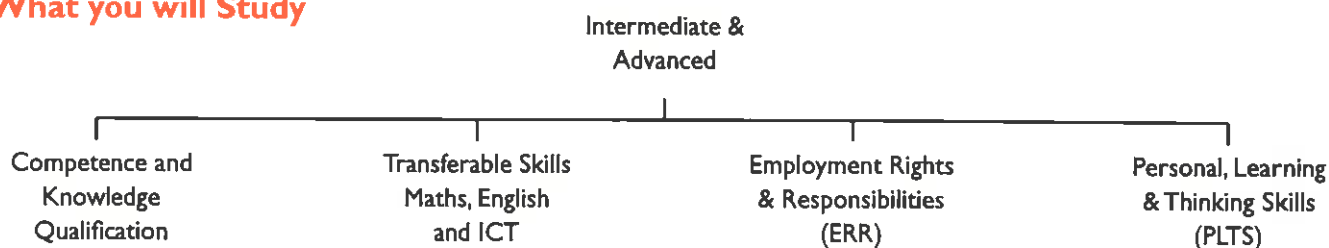
Can I Keep Developing?

Intermediate Apprentices, with support and opportunities in the workplace will progress onto an Advanced Apprenticeship. Similarly, Advanced Apprentices with support and opportunities in the workplace will be given the opportunity to progress onto a Higher Apprenticeship.

Course Entry Requirements

There are no specific entry requirements other than meeting the Apprenticeship eligibility conditions.

What you will Study



Team Leading Level 2 Intermediate Apprenticeship

- Total minimum credit value for this pathway is 55 credits
- The knowledge based elements of this qualification are part of the mandatory units.

Management Level 3 Advanced Apprenticeship

- Total minimum credit value for this pathway is 70 credits
- The knowledge based elements of this qualification are part of the mandatory units.

Transferable Skills

- Maths, English and ICT contributes 15 Credits.

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Level 2 Competence and Knowledge Qualification. BTEC Level 2 Diploma in Team leading

To achieve this qualification you will need to complete all of the mandatory units and a selection of optional units to a total value of 40 Credits. We will confirm the optional unit selection with you and your employer during your programme Information Advice and Guidance Induction.

Mandatory Units - 22 credits

- Manage personal performance and development
- Communicate work-related information
- Lead and manage a team
- Principles of team leading
- Understand business

Optional Units

Group B

- Develop working relationships with colleagues
- Contribute to meetings in a business environment
- Principles of equality and diversity in the workplace
- Promote equality, diversity and inclusion in the workplace
- Manage team performance
- Manage individuals' performance
- ...and many more

Group C

- Health and safety procedures in the workplace
- Store and retrieve information
- Handle mail
- Employee rights and responsibilities
- Deliver customer service
- Understand customers
- Resolve customer service problems
- Negotiate in a business environment
- ...and many more

Level 3 Competence and Knowledge Qualification. BTEC Level 3 Diploma in Management

To achieve this qualification you will need to complete all of the mandatory units and a selection of optional units to a total value of 55 Credits. We will confirm the optional unit selection with you and your employer during your programme Information Advice and Guidance Induction.

Mandatory Units - 31 credits

- Manage team performance
- Principles of people management
- Principles of business
- Principles of leadership and management
- Manage personal and professional development

Optional Units

Group B

- Promote equality, diversity and inclusion in the workplace
- Manage individuals' development in the workplace
- Chair and lead meetings
- Manage conflict within a team
- Procure products and/or services
- Implement change
- ...and many more

Group B

- Buddy a colleague to develop their skills
- Contribute to the improvement of business performance
- Develop a presentation
- Deliver a presentation
- Gather, analyse and interpret customer feedback
- Health and safety procedures in the workplace
- Review the quality of customer service
- ...and many more

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