

Apprenticeship Overview

KEY INFORMATION

Content:

- Leadership and management styles.
- Manage individual and team performance
- Manage and maintain relationships.
- Support equity, diversity and inclusion in the workplace.
- Project management tools and techniques.
- Communication, coaching and influencing skills.
- Problem solving techniques.
- Change and conflict management.
- Principles of effective decision making.
- Using IT effectively to support the business.

Delivery:

- Training period 13 months
- Online group workshops x 6
- Online one to one tutorials
- Assignments and activities to prepare for end point assessment

End Point Assessment:

- Completed within 1-3 months with 2 elements:
- Project/improvement presentation
- Portfolio based interview

Cost:

- This apprenticeship can be funded using levy/digital account funds.

Who is the apprenticeship suitable for?

- This apprenticeship is aimed at those who provide leadership with operational and project responsibilities. Team leaders manage individuals, teams, or elements of a project, offering direction, instructions, and guidance to achieve set goals. They are vital for the smooth functioning of all departments within an organisation and are often responsible for ensuring that functions are correctly administered and maintained in line with legislation and the organisation's procedures.
- An employee in this occupation is responsible for supporting, managing, and developing individuals; managing projects; planning and monitoring workloads and resources; delivering operational plans; resolving problems; and building relationships both internally and externally.
- We will check every individual applicant's eligibility and suitability to join the apprenticeship programme through our comprehensive initial assessment and on boarding process.

How long is the apprenticeship?

- Training will be completed within 13 months. The end point assessment process is completed within 1-3 months.

How is the apprenticeship delivered?

- TSP can enrol apprentices and start a programme in any month.
- Apprentices will be assigned a personal tutor and agree an individualised training plan that details all of the training components, assignments and training activities required to prepare for the end point assessment.
- Six bi-monthly online group workshops will be provided that will cover key areas of the core and optional knowledge and skills requirements. These sessions are also recorded to provide a useful catch up service.
- Personal tutors will meet with candidates monthly for tutor checkpoints, providing support, monitoring and collecting evidence of the completion of the training activities that are set at each workshop. This can include online learning, quizzes, assignments, project work, work shadowing and mentoring and a range of other learning activities and revision. These are examples of what is termed 'off the job training' and it is a requirement of the apprenticeship that at least 6 hours of 'off the job training' take place each week within working hours. Our training plans ensure that this is achieved.

What professional recognition and progression routes can this apprenticeship provide?

- Progression routes to higher apprenticeships in management and qualifications (Awards, Certificates and Diplomas) are available.

Programme Content

TSP's apprenticeships are underpinned by high quality online training and assessment materials. Our delivery team consists of experienced tutors that provide apprentices with the breadth of support that they need to ensure success. This apprenticeship consists of a set of themed standard areas that cover a broad range of knowledge and skills used in leadership and management positions. In addition, the standard focuses on core behaviour competencies that include: Taking accountability and ownership for your own tasks and workload, supports an inclusive culture treating all stakeholders fairly and with respect, seeking continuous professional development and learning opportunities.

Building a High Performing Team

- Leadership and management styles and approaches.
- Prioritising and allocating daily work.
- Identify and support learning and development needs.
- Policies and procedures relating to people and organisational culture.

Project Management, Managing Change and Continuous Improvement

- Project management tools and techniques.
- Review work processes to identify opportunities to improve performance and for continuous improvement.
- Negotiate with and challenge stakeholders to manage change and reduce conflict.

People and Relationships

- Manage individual and team performance by setting clear objectives, monitoring performance and providing feedback and guidance.
- Manage and maintain relationships with a diverse workforce and stakeholders.
- Support equity, diversity and inclusion in the workplace.



Problem Analysis and Conclusions

- Use problem solving techniques to provide solutions and influence the decision making process.
- Principles of effective decision making.
- Communication, coaching and influencing skills.
- Effective teams and the impact cross-team working can have on delivering business objectives.

Communication and Implementing Operational Plans

- Interpret organisational strategy and communicate how this impacts others.
- Use resources to implement operational plans.
- Communicate information effectively through different media including face to face, emails and presentations.

Technology, Data Collection and Benchmarking

- Use IT and technology to support the business, produce reports, spreadsheets and presentations.
- Collate and interpret data.
- Understand processes and policies that impact on the business such as sustainability and net carbon zero.
- Regulations and compliance requirements.

Functional Skills and Wider Skills

- If you do not already have a level 1 or level 2 English or Maths qualification, we can provide training to achieve Functional Skills Certificates as part of your apprenticeship.
- We have a responsibility to look after the welfare and wellbeing of our learners and we take our safeguarding responsibilities seriously through our personal tutor team.
- All of our programmes contain content relating to the Prevent Duty and British Values.

We also provide: Levy Funded Apprenticeship Delivery

- Leadership and Management Level 3-5
- Customer Service Level 2-3
- Business Administration Level 3
- Facilities Management Level 2-4
- Hygiene Cleaning Operative Level 2
- Professional Security Operative Level 2
- Security First Line Manager Level 3
- Passenger Transport Operations/Management Level 2-4

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