

Management Apprenticeships

» Find out more at **[pearson.co.uk/tq](https://www.pearson.co.uk/tq)**





About Pearson TQ

Pearson TQ, your trusted partner, is one of the UK's leading training providers - last year we qualified over 4,300 learners. Combined with our expertise in the development of Apprenticeship Standards, this makes us the first choice for training providers and employers who are looking to engage with Apprenticeships and quality accreditations.

Pearson TQ collaborates with you to offer a highly contextualised solution, incorporating your organisation's policies, procedures, and strategy. Therefore, learners can be assured the training they receive is relevant to their job and they will obtain the skills they need to progress in their career.

We are part of Pearson plc, the world's largest learning company. Pearson specialises in the creation and provision of high quality, digital content and learning experiences, as well as assessments and qualifications that help people build their skills and grow with the world around them. Pearson TQ can draw on this unrivalled set of resources and specialist knowledge to make our training services more engaging.

We are passionate about helping to equip learners with the skills they need to enhance their employability prospects and to succeed in the changing world of work.

Pearson is committed to putting improved learner outcomes at the heart of everything we do. We continually analyse and improve the effectiveness of our products and services by designing learning experiences based on evidence of what works, and with the outcomes that matter in mind.

Quality of Training Delivery

- Pearson TQ is listed on the Register of Apprenticeship Training Providers (RoATP) as a main provider.
- Ofsted Inspections:
 - Pearson TQ was judged to be making '**Significant Progress**' across all three inspected themes during the most recent monitoring visit in May 2021;
 - In our subcontracted work with the Army Apprenticeship Service, Pearson TQ was rated as **Good**.
- Quality Management ISO:9001.
- Investors in People Gold Award.
- Cyber Essential Plus certified.
- Defence Employer Recognition Scheme (Silver).
- Pearson is listed in Stonewall's top 20 employers for 2022.
- Pearson received a top score of 100% on the Disability Equality Index®.
- Pearson TQ is an approved CMI centre:



We are shortlisted for the CMI Partner Awards 'Outstanding Training Provider of the Year 2022'

One of our apprentices has been shortlisted for the CMI Award 'Outstanding Apprentice of the Year 2022'.

Our Key Partners





Management Apprenticeship Standards

Management Apprenticeships are one of the most effective ways to develop the capabilities and boost the performance of managers and leaders. Management Apprenticeships help to develop essential leadership skills in existing employees as well as attract new talent, addressing the increasing challenge of the management skills gap. CMI research shows that organisations who invest in management and leadership development programmes see on average a 23% increase in organisational performance, and a 32% increase in people performance.

Pearson TQ offers the following Management Apprenticeship Standards:

- **Level 3 Team Leader/ Supervisor Apprenticeship**
- **Level 5 Operations/ Departmental Manager Apprenticeship**

“It's a good networking opportunity, there is a sense of connecting with other people in the Trust which I enjoy. Decision making and understanding the type of manager I am, has changed my management style as it gives you the skills to do that. It's about confidence, it has helped me see what I am good at, to see my strengths.”

NHS Apprentice, 2022



Apprentice Benefits

- Personal development opportunity that is structured, bespoke and relevant
- Professional qualification for life and future career enhancement
- Opportunity to build relationships and connections with peer and stakeholder colleagues and gain a broader view of the organisation
- Support digital skill building and enhance maths and English, where relevant
- Develop coaching skills
- Build self-awareness - develop the skills to become a reflective practitioner - gain a better understanding of strengths as a leader and how to utilise them and support a team to play to their strengths
- Increase confidence as a leader - improved team performance
- Challenging and rewarding experience which enables apprentices to put management theory into practice
- Increased job satisfaction.

Funding

Employers who pay the Apprenticeship Levy can use their funds to pay for Apprenticeship training, while a range of funding options is available to non-levy organisations. There are also several incentives available for the recruitment of 16-18 year old apprentices and small organisations, as well as incentives for successful completion of the Apprenticeship.

Benefits to Your Organisation

Working in partnership with Pearson TQ to develop and deliver your Management Apprenticeship programme benefits your organisation by:

- Creating highly skilled and qualified leaders and managers who can implement the strategy of your organisation
- Developing aspiring managers, team leaders/ supervisors and operations managers who will be able to:
 - Use enhanced skills to manage themselves
 - Improve skills in communicating and influencing
 - Inform skills to develop people and capabilities
 - Learn both the theory and practice of management
 - Use creative thinking skills and strategies.
- Developing more effective managers who are resilient to the changing environment
- Motivating the management team who will feel valued by your organisation and will therefore be enthusiastic in their work and loyal to the business
- Attracting new talent from a range of backgrounds and experiences. This will inject innovation into your organisation
- Staff retention - organisations who have Management apprentices studying with Pearson TQ are reporting a 98% retention of those managers providing a talent pipeline for senior leaders.

“

Apprentices are well equipped to gain promotion.

”

Ofsted Report May 2021



Key Stages in the Delivery of Management Apprenticeships

Knowledge, Skills and Behaviours (KSBs)

- Theoretical knowledge is taught and developed
- Skills, behaviours and attitudes built into the Standard are reinforced, assessed and monitored in work
- Work-based projects and assignments will be undertaken
- Work-based evidence collected and assessed to form a portfolio
- A blend of resources and employer/provider-designed support materials can be used to deliver bespoke Apprenticeship programmes that meet the requirements of the Standard
- Appropriate qualifications delivered and assessed to meet the theoretical knowledge.

Gateway

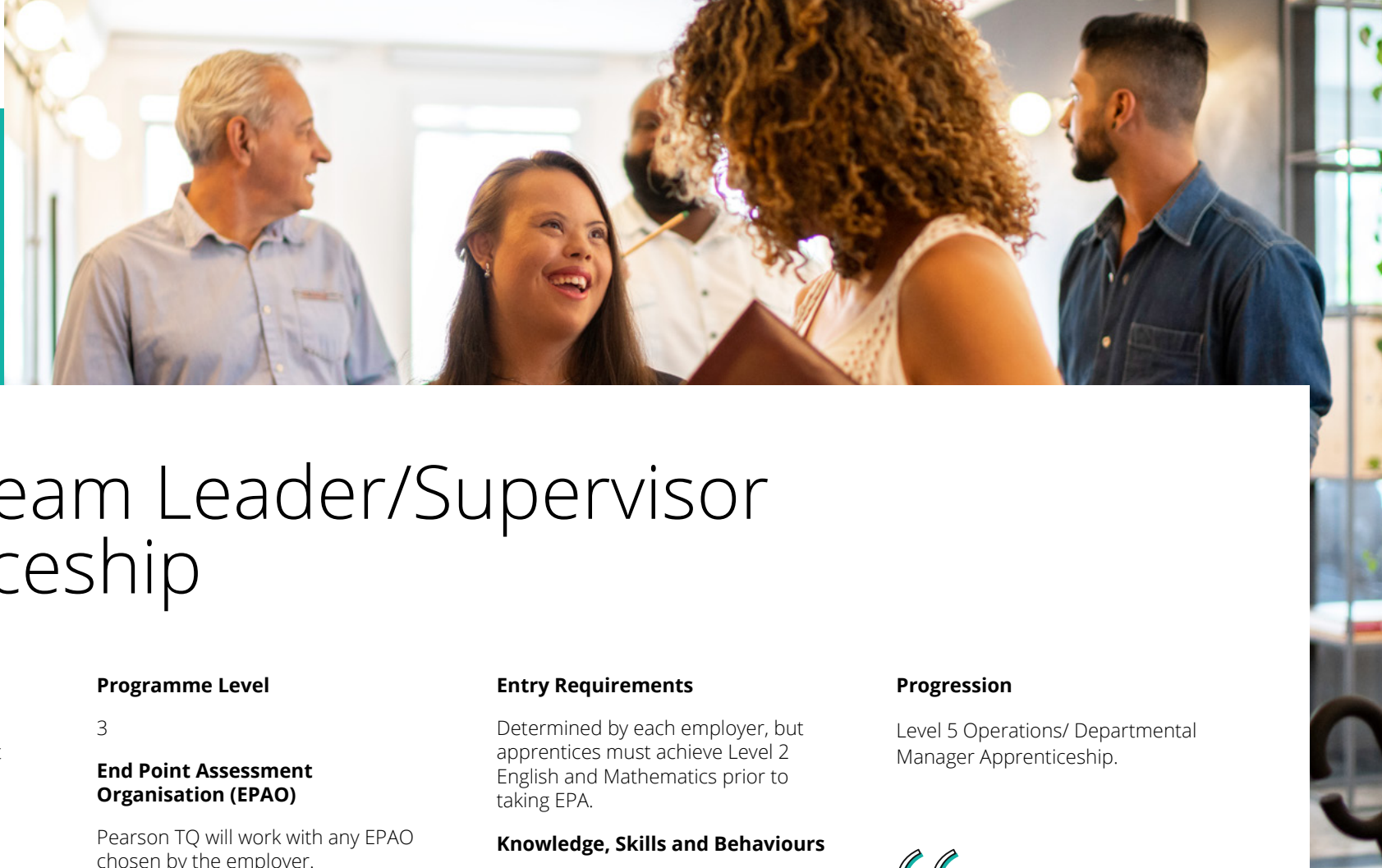
- Tri-party decision (line manager, skills coach and apprentice) confirming all KSBs have been met and apprentice is ready for End Point Assessment.

End Point Assessment

- Must be passed before the apprentice is recognised as achieving their Apprenticeship
- Several externally assessed pieces of work or assessment opportunities must be passed to a set Standard
- The EPA can only be carried out by an End Point Assessment Organisation (EPAO)
- Each EPAO will develop their own assessment materials and guidance, in line with the Apprenticeship Standard Assessment Plan
- Apprentices' performance in the EPA will determine the overall Apprenticeship Standard grade of:
Pass: 50+, Distinction: 70+, Fail: less than 50
- Certification is provided to the employer by the EPAO.



97%
success rate
at Level 3



Level 3 Team Leader/Supervisor Apprenticeship

Who is the Programme for?

Suitable for individuals who are working in a first line management role.

Occupations

Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, Shift Manager.

Key Responsibilities

Supporting, managing and developing team members, managing projects, planning and monitoring, workloads and resources, delivering operational plans, resolving problems, building relationships internally and externally.

Programme Level

3

End Point Assessment Organisation (EPAO)

Pearson TQ will work with any EPAO chosen by the employer.

Programme Length

15-18 months (including EPA).

Independent Learning

2-3 hours per week.

Off the Job Learning

Approximately 360 hours.

Entry Requirements

Determined by each employer, but apprentices must achieve Level 2 English and Mathematics prior to taking EPA.

Knowledge, Skills and Behaviours

Interpersonal Excellence, Organisational Performance, Personal Effectiveness.

Supporting Qualification

Pearson TQ can offer an accredited qualification route to underpin the knowledge components of the Apprenticeship Standard, e.g. CMI, BTEC, ILM etc.

Progression

Level 5 Operations/ Departmental Manager Apprenticeship.

“

Leaders and managers work very effectively with employers to design a highly relevant curriculum.

”

Ofsted Report May 2021



End Point Assessment

The EPA components for the Level 3 Team Leader/ Supervisor Apprenticeship Standard are:

- Presentation with questions and answers
- Professional discussion underpinned by portfolio of evidence.

EPA must be completed within 4 weeks of the Presentation Topic being set.

Programme Delivery

Modules and Topics

Managing Self

- Self-awareness
- Inclusivity
- Learning styles
- Emotional Intelligence
- Time Management
- PDP
- Receiving & Responding to Feedback
- Wellbeing and Mental Health
- First Aid Awareness

Leadership & Stakeholder Management

- Leadership Styles
- Organisational Culture
- Role Modelling Behaviours
- Coaching and Mentoring
- Stakeholder management
- Managing Change

Managing a Team

- Performance Management
- Legal Requirements
- Team dynamics
- Motivational tools
- Effective communication
- Difficult conversations

Delivering Results

- Organisational Strategy & Operational Planning
- Resource Management
- Adapting to Change
- Organising and prioritising work
- Budgeting & Governance

Project Management

- Data & Information
- Problem-solving and Decision-making Techniques
- Project Lifecycle
- Project Management Tools
- Risk management

“

Tutors plan well to include content that employers request. Consequently, apprentices and employers benefit from a curriculum that reflects the company's ethos and values.

”

Ofsted Report May 2021



100%
Pearson TQ success
rate at Level 5

Level 5 Operations/Departmental Manager Apprenticeship

Who is the Programme for?

Suitable for managers in Operations/ Department Manager roles, leading or managing a team or projects and is responsible for achieving operational or departmental goals and objectives as part of their organisation's strategy.

Occupations

Operations Manager, Regional Manager, Divisional Manager, Department Manager, Specialist Manager.

Key Responsibilities

Creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

Programme Level

5

End Point Assessment Organisation (EPAO)

Pearson TQ will work with any EPAO chosen by the employer.

Programme Length

25-30 months (including EPA).

Independent Learning

Approx. 3-4 hours per week.

Off the Job Learning

Approximately 560 hours.

Entry Requirements

Determined by each employer but may typically be five GCSEs at Grade C or higher, including English and Mathematics. All apprentices must achieve Level 2 English and Mathematics prior to taking EPA.

Knowledge, Skills and Behaviours

Interpersonal Excellence, Organisational Performance, Personal Effectiveness.

Supporting Qualification

Pearson TQ can offer an accredited qualification route to underpin the knowledge components of the Apprenticeship Standard, e.g. CMI, BTEC, ILM etc.

Progression

Level 6 Chartered Managers Degree Apprenticeship.

Level 7 Senior Leaders Master's Degree Apprenticeship.

“

Tutors plan and teach course content thoughtfully.

”

Ofsted Report May 2021

Programme Delivery

Modules and Topics

Self Awareness and Personal Development

- Reflective practice
- Learning styles and the Learning Cycle (Kolb)
- Continuous personal and professional development – CPD log
- Introduction to the 7 habits of personal effectiveness (Covey)
- SWOT Analysis
- Harvard referencing
- Wellbeing and Mental Health First Aid Awareness.

Managing Change

- Reasons for change
- Change management theories and models
- Planning for change
- Risks and barriers to change.

Leadership & Management

- Management and leadership theories and styles
- Organisational structures
- Delegation
- Organisational diversity, cultures and values and ethics
- Building trust across teams.

Managing Stakeholder Relationships

- Different types of stakeholders
- Building stakeholder relationships
- Stakeholder engagement
- Stakeholder communication.

Developing, Managing and Leading Individuals and Teams

- Management theories and their application
- Leading teams and individuals to success
- Coaching
- Motivational techniques and theories
- Talent building and recruitment.

Operational Management

- Creating operational plans and delivering KPIs
- Operational Business Planning
- Business Development tools
- Strategic planning
- Framework and models such as Fishbone.

Project Management

- Planning and managing projects
- Risk management
- Introduction to the work based projects
- Framework and models such as Critical Path Analysis.

Managing Finance

- Financial and management accounting
- Compliance requirements
- How to set and manage budgets
- Financial forecasting.

“

Leaders ensure that employers ... work together well to select suitable apprentices with the potential to develop their skills, knowledge and behaviours as future strategic leaders.

Ofsted Report May 2021

”

End Point Assessment

The EPA components for the Level 5 Operations/ Departmental Manager Apprenticeship Standard are:

- Professional discussion, underpinned by portfolio of evidence
- Project proposal, presentation and questioning.



Delivery and Assessment Methods

We deliver these Management Apprenticeship programmes using a variety of support, delivery and assessment methods including:

- Dedicated skills coach to guide the apprentice through their learning journey
- Regular one-to-one skills coach check-ins and progress reviews (every 10-12 weeks)
- Remote online interactive workshops
- Webinars and one-to-one mentoring
- Group Action Learning Sets
- Peer network to share ideas
- E-portfolio (OneFile) and e-learning
- Digital learner handbook
- Encourage job shadowing
- Signposting to relevant in-house training
- Work-based project
- Presentation and professional discussion.

“ I feel fully supported by a professional and flexible Pearson TQ team who are a joy to work with. ”

Kathryn Carney, SO2 Professional Development, Army Personnel Services Group

Find out more

Visit our website for case studies and more information about our Apprenticeship programmes:

www.pearson.tq.com

Have further questions or need additional support?
Contact Pearson TQ for more information:

tqenquiries@pearson.com



Assured by



Accredited by

