

## Level 3

### Team Leader/Supervisor Apprenticeship

*Develop your career, connect with peers, grow as a leader*



# Team Leader/Supervisor Apprenticeship

Your NHS Trust is partnering with Pearson TQ to deliver a unique leadership development opportunity, where you can gain a nationally-recognised apprenticeship and an accredited qualification as part of your studies, to support your career progression.

**This contextualised programme of learning is workplace relevant and incorporates your Trust's strategy, business practices, policies and procedures.**

It has been designed to align with your Trust's values, and therefore you can be assured that the training you receive is relevant to your job and you will gain the skills you need to progress in your career within your organisation, and take the first step of your guided learning journey towards full Chartered Manager status.

## How does becoming a Chartered Manager impact individuals?



**91%**  
say that their self-awareness has increased.



**81%**  
say that their management skills have improved.



**88%**  
say that their self-confidence has increased.



**76%**  
say it provides the 'ultimate competitive advantage'.

*(Source: CMI, 2023)*



78%

say that since becoming a Chartered Manager, they have had a positive impact on the wider team in their organisation.

(Source: CMI, 2023)



“ I really like coming together with everybody and getting other people's point of views and sharing in an open forum where everyone can share their thoughts. You can clearly see that a lot of thought, and a lot of preparation, has gone into delivering the Apprenticeship - it's very informative, a really good opportunity. ”

NHS Apprentice, 2023

“ I know that my Apprenticeship is going to be beneficial for me in my current role and any roles that I decide to proceed in at a higher level. It's giving me the confidence and that extra nudge to progress in my career. ”

NHS Apprentice, 2023

## Why should I apply?

### Personal development opportunity

that is structured, bespoke and relevant for leaders and managers within the NHS, that will support you to gain professional recognition of Foundation Chartered Manager (fCMgr) status.

### Opportunity to build relationships and connections

with peers and stakeholders across the healthcare sector and gain a broader view of the NHS.

### Challenging and rewarding experience

which enables you to put management theory into practice.

### Increased job satisfaction

- resulting in you feeling empowered to turn your success into consistent team success, and to champion compassionate care for patients and their families.

### Develop coaching skills

to enable you to grow as a leader and unlock your full potential to advance care for service users and carers in the local community.

### Increase your confidence as a leader

- shape and guide individuals to build solid lasting relationships across the Trust, creating a positive work environment, making life better together.

“ I've definitely been using a lot more management and coaching techniques when I've been working with my trainees and thinking about how we can help them with their development. ”

NHS Apprentice, 2022

“ We are going to have a large number of staff working exceptionally well because of what they've learnt on the Apprenticeship. My advice would be, just go for it and it will pay off. You will definitely see that you will reap the rewards and it will definitely pay off in your favour. ”

NHS Apprentice, 2023

“ 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

87%

of apprentices achieve a Distinction in their EPA

[Pearson TQ]

100%

first time pass rate at End Point Assessment

[Pearson TQ]



**This programme offers the following resources to ensure your success:**

- A dedicated Pearson TQ Skills Coach to keep you on track and provide support.
- Professional membership of CMI with access to CMI Management Direct online management resource and learning portal, providing access to mentoring from experienced leaders, events and webinars, and other online learning support.
- Industry experts to support you and ensure you get the most out of your studies.
- Guidance and feedback to ensure successful submissions of programme assessments.
- Career services and coaching to help you achieve and exceed your career goals.

# Programme overview

## Team Leader/Supervisor Apprenticeship

### Who is the programme for?

Suitable for aspiring leaders and individuals working in a first line management role.

### Example occupations

Supervisor, Team Leader, Project Officer, Shift Supervisor, Forensic Social Worker, Business Manager, Acute and Urgent Care Administration Officer, Estate Team Leader, Education Coordinator.

### 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)



Chartered Management Institute (CMI).

### Programme length

15 - 18 months (including EPA).

### Independent learning

2 - 3 hours per week.

### Off-the-job training

6 hours per week, as part of your contracted work hours.

### Entry requirements

All apprentices must achieve Level 2 English and mathematics, or hold the equivalent qualifications, prior to taking End Point Assessment.

### NHS Leadership Academy

Embedded within the programme is the prestigious **Edward Jenner Leadership Programme**.

### What will you gain?

- Level 3 Team Leader/Supervisor Apprenticeship Standard
- CMI Level 3 qualification in Principles of Management & Leadership
- CMI Foundation Chartered Manager (fCMgr).

### Progression

Level 5 Operations/Departmental Manager apprenticeship.



100%



of NHS apprentices understand how the classroom sessions are positively impacting their development as a manager.

# How will I learn?

**This programme includes a variety of delivery, support and assessment methods:**

- Dedicated Pearson TQ Skills Coach to guide you through your learning journey
- Regular one-to-one Pearson TQ Skills Coach check-ins and progress reviews (every 10-12 weeks)
- In-person and online interactive workshops
- Pre-workshop activity and research packs
- Webinars (TED Talks)
- One-to-one mentoring
- Simulated exercises and role play
- Group Action Learning Sets
- Peer network to share ideas
- E-portfolio (OneFile) and e-learning
- Digital apprentice handbook
- Encourage job shadowing
- Signposting to relevant in-house practical/ skills training
- Work-based project and assignments
- Presentation and professional discussion.

# What will I learn?

## Managing Self

- Self-awareness
- Learning styles
- Emotional intelligence
- Personal Development Plan (PDP)
- Receiving and responding to feedback
- Effective communication
- Unconscious bias.

## Leadership and Management

- Leadership styles
- Organisational culture
- Role modelling behaviours
- Stakeholder management
- Managing change
- Time management
- Inclusivity
- Chairing meetings.

## Managing a High Performance Team

- Performance management
- Legal requirements
- Team dynamics
- Motivational tools
- Organising and prioritising work
- Difficult conversations
- Coaching and mentoring.

## Project Management

- Resource management
- Organisational strategy and planning
- Data and information
- Problem-solving and decision-making techniques
- Project lifecycle
- Project management tools
- Budgeting and governance
- Risk management.

“ I find the classroom sessions really helpful with doing the research activity packs which then helps doing the assignments. I've learnt things that I wasn't aware of before – the theory side of things for example, and so I know how to put that into practice and my confidence has grown. I am currently working towards a management role and have learned a lot which will help me once I've finished the apprenticeship.



NHS Apprentice, 2022

# Quality of training delivery

**Pearson TQ, your trusted delivery partner, is one of the UK's leading training providers, qualifying over 4,300 apprentices last year. They are passionate about helping to equip apprentices with the skills they need to enhance their employability prospects and to succeed in the changing world of work.**

“ During her progress review today, Nicola explained that her team is the highest performing team in her service and is now seen as the gold standard for all other teams! This change has occurred over the last 12 months and both Nicola and her line manager stated that they felt that the Apprenticeship programme has been instrumental over the past six months in supporting this change. ”  
NHS Trust, 2022

“ [Pearson TQ's] leaders and managers are highly ambitious for their apprentices. They ensure that the training apprentices receive includes additional qualifications beyond the requirements of the apprenticeship. ”  
Ofsted Report, 2022

“ [Apprentices] benefit greatly from a well-planned curriculum and the effective teaching support they get from their coaches. As a result, apprentices have positive attitudes to learning and are highly motivated to succeed in their training and at work. ”  
Ofsted Report, 2022

“ Apprentices quickly develop the knowledge, skills and behaviours that are essential for managing their work and leading their teams effectively. Consequently, they improve their performance and make valuable contributions to their organisations ... A high number of apprentices are promoted during their apprenticeship. ”  
Ofsted Report, 2022

“ [Pearson TQ] has developed a curriculum which is specific to the employers' needs and well aligned to employers' leadership and management development strategies. ”  
Ofsted Report, 2022

Pearson TQ is listed on the Register of Apprenticeship Training Providers (RoATP) as a main provider

Ofsted graded 'Good' in November 2022

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 30 employers for 2023

Pearson received a top score of 100% on the Disability Equality Index®

Pearson TQ is an approved CMI centre:



Shortlisted for the CMI Partner Awards 'Outstanding Training Provider of the Year 2022'

One of their apprentices won Highly Commended CMI 'Outstanding Apprentice of the Year 2022' Award.

## Key partners



Pearson TQ is assured by



Pearson TQ programmes are accredited by



# Find out more

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

[www.pearsontq.com](http://www.pearsontq.com)

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

[tqenquiries@pearson.com](mailto:tqenquiries@pearson.com)



## Association of Apprentices

Pearson TQ has partnered with the Association of Apprentices (AoA), a national, not-for-profit membership organisation which helps apprentices to connect, learn and fulfil their potential.

Apprentices can join the community, share experiences, communicate with people in similar situations, participate in specially curated events, and get support with everything from work skills to wellbeing.

Through our partnership, apprentices are eligible for free AoA membership with access to a bespoke social and professional networking platform that allows apprentices to unite with peers in a dedicated, inclusive virtual community and have access to thousands of resources to support apprentices work and life skills development.

