



Leadership & Management Apprenticeships Management Apprenticeship (Level 3)

Designed for the first line manager with operational, project responsibilities and/or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, coaching and support to ensure the achievement of set objectives. Working in the private, public and third sector, and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Some of the roles or occupations that this qualification will support are: Supervisor, Team Leader, Project Officer, Foreperson and Shift Manager. Key responsibilities at this level are likely to include supporting, managing and developing team members, managing tasks/projects and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Benefits of Qualification

On completion of this 12 month programme, apprentices will be able to demonstrate a range of leadership and management skills that will allow them to drive, develop and successfully lead a team. The apprenticeship 'knowledge, skills and behaviours' are developed over the course of the programme through a combination of interactive workshops, one to one coaching sessions, action plans, portfolio and a making a difference business project. Learning activities and coaching sessions are aligned to support the apprentice to learn, practice and prepare for the End Point Assessment.

What's covered?

The Management Apprenticeship (Level 3) combines the three key elements:

Level 3 Diploma in Management (8621)

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



Essential Skills Level 2

- Communication
- Application of Number
- Digital Literacy



Level 3 Apprenticeship in Management Portfolio

- E-Portfolio
- SMART Assessor
- One to one Assessor/Coaching Sessions



ilm Level 3 Diploma in Management

The following five mandatory units provide the knowledge qualifications towards the Level 3 Apprenticeship. Combined these total a minimum of 31 Credits.

Unit Title & Aims

Managing Personal and Professional Development

This unit aims to develop the knowledge and skills required to manage personal and professional development. Upon completion of this unit, learners will be able to identify personal and professional development requirements, define and implement a personal development plan. Having implemented the plan, learners will demonstrate commitment and motivation to maintain the plan and ensure its relevance.

Managing Team Performance

This unit aim to develop the knowledge and skills required to manage the performance of a team. Upon completion of this unit, learners will have developed an understanding of best practice models and tools to improve performance of individuals and the team. Learners will be able to delegate, monitor, coach and hold people accountable to ensure the quality of work meets customer expectations.

Principles of Leadership & Management

This unit aims to develop the knowledge and understanding regarding leadership and management and introduces learners to the key principles of achieving results with and through others. Upon completion of this unit, learners will have an understanding of the principles of best practice leadership styles and models, problem solving and decision making and performance management.

Principles of People Management

The aim of this unit is to develop knowledge and understanding regarding people management and introduces learners to the principles underpinning the best practice management of people. Upon completion of this unit, learners will have developed an understanding of workforce management, team building and dynamics, and equality of opportunity, diversity and inclusion. Learners would have also developed an understanding of training and development, reward and recognition.

Principles of Business

This unit aims to develop knowledge and understanding regarding business and introduces learners to the key principles of business, including business markets, innovation, growth, sales and marketing and financial management and budgeting.

Essential Skills Level 2

Essential Skills Qualification (ESQ) is a fundamental part of the skills agenda in Wales, and the only basic skills qualification offered in the country. The qualification aims to help learners develop their employability skills in areas such as digital literacy, application of numbers and communication. The goal of Essential Skills is to ensure students are able to apply these skills in a range of situation throughout life, whether it's in learning or whilst at work. The Essential Skills Qualification is a compulsory element for everyone wishing to do an Apprenticeship in Wales.

The main categories of qualifications the Essential Skills Wales suite consists of are:

- Essential Application of Number Skills
- Essential Communication Skills
- Essential Digital Literacy

Prior learning of the above qualifications can be mapped across to avoid duplication of work.

Level 3 Apprenticeship in Management Portfolio

Candidates must select a minimum of 24 credits from the following optional units to provide the competence qualification towards the Level 3 Apprenticeship.

- Managing individuals performance (4)
- Manage individuals development on the workplace (3)
- Managing conflict within the team (5)
- Implement change (5)
- Manage a budget (4)
- Manage a project (7)
- Develop a presentation (3)
- Deliver a presentation (3)

These optional units are managed through an on-line portfolio system called Smart Assessor, which allows the candidate to log on and check their progress. The system also allows you to upload evidence and interact with the Assessor in-between company visits. The delegate will be expected to access Smart Assessor during the duration of the programme and submit action plans and assignments for review and/or submit questions or queries.

Candidates are allocated a qualified, competent Assessor who will meet in the workplace on a monthly basis to conduct observations of your work, review submissions and set tasks to complete. Assessor visits last approximately 2 hours per session.

Recognition of Prior Learning (RPL)

If you have previously completed any work based qualifications or unit, any relevant work (evidenced by copies of certificates) can be mapped across to this qualification to avoid duplication of work. Your allocated Assessor will go through RPL with you in more depth during the Induction.

Programme Structure

The programme is delivered through a mix of learning mediums which include:

- One to one Assessments and Reviews
- Group Induction
- On-line Assessments
- Workshops (half-day x 10 or full day x 5)
- Action Learning Sets/Group Tutorials
- One to one Assessor sessions
- e-coaching
- e-learning
- Making a Difference Project
- Assessments

Duration

Typically this Apprenticeship will be delivered over a 12 month period.

Learner Journey

Please refer to the bespoke Learner Journey for your cohort/organisation for specific details and time-line.

Bespoke Programme

This Apprenticeship can be delivered to an internal cohort of Team Leaders/Supervisors (ideally a minimum of 10) at your organisation. This will allow us to customise the content of the programme to reflect current processes and procedures, personal development plans and the Making a Different Project. Existing organisational competency frameworks and values can also be weaved into the fabric of the programme.

Open Programme

Should you have one or two individual Team Leaders/Supervisors who require this development we can offer an opportunity for them to join an open cohort from different organisations. Whilst we can only customise the personal development and Making a Difference components, individuals will benefit from learning from each other and discovering how different organisations implement best practice.

Apprenticeship Outcomes

Candidates completing this programme will be able to achieve:

- ilm Level 3 QCF Diploma in Management.
- The leadership capability to motivate and manage teams and influence others with an inner confidence.
- A broad understanding of the key management and leadership theories and models that underpin both competence and confidence in the role.
- Level 3 Apprenticeship in Management.
- Essential Skills Level 2 in Communication, Application of Number and Digital Literacy.

Next Open Programme at Palladium Training

The next open programme commences on the 18th February. For the full schedule please request the Learner Journey (Open Programme).