**LEVEL 2 TEAM LEADING APPRENTICESHIP**

Length: 12 months

The programme is aimed at staff who are;

- In support staff roles and likely to be on grades 3-4,
- Current team leaders, with responsibilities including monitoring work, giving feedback, briefing teams, supporting team members, resolving problems, procuring supplies.
- Aspiring team leaders, with the ability to access some of the above responsibilities on a formal basis for the duration of the apprenticeship,
- Currently employed by the University and likely to be in that post or another post in the University for at least six months after the programme ends (please note that, while this programme is technically an apprenticeship, participation will not change the terms and conditions of your employment).

Please note that you do not need to be employed specifically as an apprentice in order to undertake this training programme. There are also no age restrictions relating to the availability of this training.

If you don’t think you are within this target audience, you may find it helpful to look at our course directory for other ideas [http://www.learning.ox.ac.uk/courses/](http://www.learning.ox.ac.uk/courses/)

When you complete your application please ensure that you demonstrate the following;

a) clarity on your strengths as a team member and how these might need to be developed to lead a team
b) a match between what you want to learn and the content of the programme (see course outline below)
c) a clear commitment to the apprenticeship training, including commitment towards gaining additional English and Maths qualifications if required as part of the apprenticeship, and commitment towards passing a formal test at the end of your apprenticeship
d) a readiness to develop your confidence and capability as a team leader to enhance your practice and/or to develop your career plan; and
e) the practical support of your own line-manager/supervisor including;
   - agreement to time away from standard duties to attend workshops and complete self-directed work in between workshops. Time away from standard duties will be in excess of 20% of your contracted hours.
   - provision of opportunities to practise skills learned on the course
   - use of departmental IT facilities, and support through mentoring or coaching.

*Please return this completed form by email to pdadministrator@learning.ox.ac.uk*
COURSE OUTLINE

Course overview:

Team leaders play an integral role in supporting organisational objectives through a wide range of functions, including: monitoring work, giving feedback, briefing teams, supporting team members, resolving problems, procuring supplies, project management and delivering and improving customer service.

The aim of this qualification is to:
- develop/expand understanding of team leading
- develop skills and competence in team leading.

This will give the opportunity to:
- achieve a nationally recognised qualification valued by employers and individuals
- prepare for employment in a team leading role
- develop skills and competence in the workplace
- continue professional development.

If you are successful, candidates will achieve a Level 2 Team Leading Apprenticeship certificate, including a level 2 OCR Team Leading Diploma, Employee Rights and Responsibilities (ERR), and Personal Learning and Thinking Skills (PLTS) certificates. You will also achieve Level 1 Functional Skills qualification in English and Maths, if you do not already hold these, or equivalent, English and Maths qualifications.

Delivery model:

Formal training will include at least 20 days classroom teaching (10 days professional training, and up to 10 days English and maths training), plus one to one visits with a work-based assessor in the workplace and progress reviews with your training team. Total training time will account for at least 20% of your contracted hours of employment during your apprenticeship.

Course content:

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

Example optional units:
- Develop working relationships with colleagues
- Contribute to meetings in a business environment
- Manage team performance
- Manage individuals’ performance

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• Chair and lead meetings
• Manage conflict within a team
• Participate in a project
• Deliver customer service
• Understand customers
• Resolve customer service problems
• Resolve customers’ complaints

10 days professional training:

Day 1: Induction – effective team leading
Day 2: Personal development – what is my starting point?
        Communicating as a manager
Day 3: Why do good managers have great teams?
Day 4: Leading a team sensitively, positively and fairly
Day 5: Personal development – where am I now?
Day 6: Understanding the complexities of the business environment and organisational structures
Day 7: Meetings – planning and participating
Day 8: Customer Service – who, what why?
Day 9: Problems and complaints – recognise, react and resolve
Day 10: Personal development – how far have I travelled? Next steps.

Notes for line managers of interested candidates:

Members of staff on apprenticeship training programmes will need to released from their standard duties in order to attend the formal training associated with their apprenticeship. They must be paid for this time. As part of their training you must be willing to carry out any on-the-job training that they need to achieve their qualification and will need to make time to participate in progress reviews with the candidate and the training team. Work-based assessors/mentors will need to visit the candidate in the work place. Care will be taken to ensure that disruption to day to day activities is kept to a minimum during these visits.

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