

'Unlocking Leadership and Management Potential'

incorporating ILM Level 3 Diploma for Managers

(Team Leader / Supervisor Apprenticeship Standard)

Delivered within the levy-supported Trailblazer Apprenticeship framework, this brand new programme features engaging, interactive learning, and the practical, down-to-earth approach which Keyturn is renowned for!

Over the course of 12 – 18 months you will experience an exciting learning journey, as you *explore, study and apply* a wide range of key criteria relating to effective leadership and management...

Explore: Engaging, interactive workshops – opening up key subject areas, providing insight, challenging thinking, offering opportunities to discuss, experiment and practice!

Study: Follow guided-learning briefs to discover a wealth of additional support resources, enabling in-depth personal research, and completion of interesting, well-focused assignments.

Apply: Throughout the programme, you will be actively applying new ideas, skills, behaviours, tools and techniques. Action-learning, personal reviews, coaching and mentoring support will all combine, helping you to get the best out of the programme, and more importantly, the best out of yourself!

Enjoy the learning! Enjoy the results!

...and you will achieve impressive results...

- You will notice the difference as you practice using new ideas, skills, behaviours, tools and techniques
- You will feel increasingly confident in your role as a leader and manager
- You will enjoy enabling others to develop and succeed – both as individuals and teams
- You will grow as a leader and manager, contributing and influencing positively within the context of your organisation's activities, values and objectives
- You will see the impact of valuable contributions you make to your organisation
- You will record key learning points, applications of learning (real and virtual) and significant achievements – visible evidence of your successful learning journey
- You will be awarded an 'ILM Diploma' and a 'Trailblazer Apprenticeship Certificate', in recognition of your successful learning and achievements

All ILM qualifications are awarded by The City and Guilds of London Institute which was founded in 1878 and is incorporated by Royal Charter.

Apprenticeship Certificates are awarded by ILM as a registered End Point Assessor

Typical entry requirements:

- Five GCSEs at Grade C or higher
- Good comprehension and ability in spoken and written English and maths equivalent to level 2 (i.e. GCSE Grade C or higher)
- In full-time employment with sponsoring organisation (enabling 20% of working time to be dedicated to this training and development)
- A commitment to apply learning, undertake assignments, and record results (including personal input of additional hours to supplement learning, complete assignments, and prepare for assessments)
- A commitment to complete the full programme

Keyturn's long-standing reputation for outstanding customer service and quality delivery of practical, down-to-earth development programmes, guarantees your development will be in good hands.

Keyturn has been accepted onto the 'Register of Apprenticeship Training Providers' as of January 2018.

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Cost per Apprentice (via levy) up to £5000 (incl all learning and EPA)

ILM Level 3 Diploma for Managers Learner Outcomes

Self-Awareness

This unit will provide learners with knowledge of the importance of self-awareness and emotional intelligence, along with the skills needed to improve performance through feedback.

The learner will:

- Know how to be self-aware
 - Understand inclusivity and unconscious bias
 - Understand different learning styles
 - Understand feedback mechanisms
 - Be able to seek feedback, reflect on own performance and make improvements based on feedback
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Managing of Self

This unit will provide learners with knowledge and skills required to effectively plan and manage their own personal development and workload

The learner will:

- Understand approaches to personal development planning for the workplace
 - Be able to create an effective personal development plan
 - Be able to maintain a Continuous Professional Development (CPD) log
 - Understand time management tools and techniques
 - Be able to use time management techniques to manage own workload
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Leading People

This unit will provide learners with the knowledge of how to effectively lead, support and develop people in the workplace taking into account equality legislation

The learner will:

- Understand different leadership styles
- Understand the role coaching plays in the workplace
- Understand the importance of organisational culture
- Understand equality, diversity and inclusion in the workplace

This unit will provide learners with the skills needed to effectively lead people, including communication, development of others and managing change

The learner will:

- Be able to communicate organisational strategy and team purpose
 - Be able to use coaching to support the development of others
 - Be able to manage change effectively
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Managing People

This unit will provide learners with knowledge of people and team management models, including team dynamics and motivation techniques. Learners will understand HR procedures, legal requirements and a range of performance management techniques

The learner will:

- Understand people and team management models
- Understand Human Resource procedures and legal requirements
- Understand performance management methods for individuals

This unit will provide learners with the skills needed to build and maintain a high performing team

The learner will:

- Be able to build an effective team
 - Be able to set, monitor and provide feedback on operational objectives for a team
 - Be able to set, monitor and provide feedback on personal goals for team members
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Building Relationships

This unit will provide learners with the knowledge of how to manage customer and stakeholder relationships, and facilitate cross team working to deliver organisational objectives

The learner will:

- Understand approaches to customer and stakeholder relationship management
- Understand cross team working
- Understand the importance of emotional intelligence in the workplace
- Understand the importance of conflict management in the workplace

This unit will provide learners with the skills needed to effectively build trust across teams, and build and manage customer relationships

The learner will:

- Be able to build trust across a team
 - Be able to negotiate and influence
 - Be able to manage conflict
 - Be able to provide feedback to cross team discussions
 - Be able to build and manage customer relationships
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Communication

This unit will provide learners with knowledge of different forms of communication. Learners will know how to chair meetings, hold difficult conversations, deliver constructive feedback and understand how to raise concerns

The learner will:

- Understand different forms of communication and their application
- Know how to chair a meeting
- Understand how to manage challenging conversations

This unit will provide learners with the skills needed to effectively communicate in a range of situations in a number of different formats

The learner will:

- Be able to communicate effectively
 - Be able to chair a meeting and present information
 - Be able to actively listen
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Operational Management

This unit will provide learners with knowledge of how to manage data, achieve operational/team objectives and effectively manage change within a team

The learner will:

- Understand how organisational strategy is developed
- Know how to effectively implement operational/team plans given resources available
- Know how to manage change within a team
- Understand how data is managed in the workplace

This unit will provide learners with the skills needed to be able to effectively lead a team in line with organisational strategy and operational plans

The learner will:

- Be able to deliver against an operational plan
 - Be able to adapt to change
 - Be able to work with data and create reports
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Project Management

This unit will provide learners with knowledge of the project lifecycle and how to successfully deliver a project

The learner will:

- Understand the project lifecycle and roles within a project
- Know how to deliver a project
- Know how to manage project risks and issues

This unit will provide learners with the skills required to effectively deliver a project

The learner will:

- Be able to plan a project
 - Be able to deliver against a project plan
 - Be able to use relevant project management tools
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Finance

This unit will provide learners with knowledge of how to deliver value for money and monitor budgets to control costs and ensure efficiencies, whilst adhering to organisational finance - related governance and compliance

The learner will:

- Understand finance related governance and compliance
- Know how to deliver value for money
- Know how to set and monitor budgets

This unit will provide learners with the skills required to apply governance and compliance requirements to ensure effective budget controls

The learner will:

- Be able to apply organisational governance and compliance requirements to ensure effective budget controls
 - Be able to create accurate financial updates
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Problem Solving & Decision Making

This unit will provide learners with knowledge and skills required to effectively solve problems and make informed decisions

The learner will:

- Understand problem solving and decision making techniques
- Be able to use problem solving techniques to inform decision making
- Be able to escalate issues when required