

# Apprenticeships

## Intermediate Team Leading



The College of  
Haringey, Enfield  
and North East London



This qualification is for apprentices who work in, or who want to work in the business and professional management sector. It gives apprentices the opportunity to:

- Develop and demonstrate competence as a Team Leader, Section Leader, Floor Leader, Trainee Supervisor, Call Centre Team Manager or Supervisor
- Develop and demonstrate the skills and knowledge to develop the core competencies of the roles above, including team leadership styles, team dynamics, problem solving, providing support, managing the work of teams and communication techniques

**Average Duration:** The apprenticeship runs for 12 to 14 months

### Course Information

The Intermediate Team Leading Apprenticeship is made up of a framework which includes:

- Team Leading Diploma Level 2
- Maths Functional Skills Level 1
- English Functional Skills Level 1
- ICT Functional Skills Level 1
- Employment Rights and Responsibilities

### Assessment

The apprentice is expected to attain knowledge, training and complete assessments. In addition, they will also be trained by the employer, which is then assessed by college assessors and put together an online portfolio.

### Progression

Apprentices can progress on to a higher level apprenticeship such as management.



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## Course Elements / Sample Course Units

These are the elements of the course, please browse through and select the ones that best match your training and company requirements:

### Unit Title

#### Sample Course Units:

- Manage personal development
- Work place communication
- Lead and manage a team
- Principles of team leading
- Understanding business

#### Sample Optional Units Include:

- Develop Working Relationships with colleagues
- Contribute to Meetings in a Business Environment
- Principles of Equality and Diversity in the Workplace
- Promote Equality, Diversity and Inclusion in the Workplace
- Manage Team Performance
- Encourage Innovation
- Manage Conflict within a Team
- Participate in a Project
- Deliver Customer Service
- Resolve Customer Service Problems
- Negotiate in a Business Environment
- Resolve Customers' Complaints

### Entry qualifications

Applicants will be assessed and interviewed to demonstrate that they are able to cover the range required by the relevant NVQ at work. In addition to that the apprentices are expected to carry out initial assessments in English and Maths where they would be expected to ideally achieve Level 1 in both subject areas. If an apprentice has GCSE then they do not have to complete functional skills as a part of the apprenticeships.

### How to apply

You can apply through the college application. Once you have applied to the college, you will be invited for an interview at the college and also with the potential employer.



Employability and Employer Engagement

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