



Star
Institute



STAR TEAM LEADER

QUALIFICATION

Level 3 Diploma in Leadership & Management
Institute of Leadership & Management (ILM)

WHO IS IT FOR?

This programme is suitable for Star Central employees who are responsible for supporting and developing team members. They will also have responsibility for planning and monitoring workloads and resources.

DURATION

14 months

FUNCTIONAL SKILLS

This programme requires completion of Functional Skills Level 2 in mathematics and English, unless a learner has prior qualifications that exempt them and valid evidence can be produced.

HOW IS IT DELIVERED?

This programme will be delivered through one to one, face to face and remote visits with a Skills Coach. Visits will take place every four weeks and will be 1.5 hours in duration. These visits may be supported by full or half day masterclasses at set intervals throughout the course. While on programme, learners will be given ILM membership which gives access to the ILM membership website and also the ILM learning platform, Illuminate.

END POINT ASSESSMENT (EPA)

Towards the end of the programme, knowledge, skills and behaviours will be tested by an independent End Point Assessor. Prior to the EPA the learner will attend a Gateway Meeting with their Manager and Skills Coach who will review their progress and confirm that all of the requirements of the apprenticeship have been met.

The EPA will take the form of a presentation with Q&A and a professional discussion.

LEARNER JOURNEY

In monthly stages

1	Leading People
2	Managing People
3	Building Relationships
4	Communication
5	Self-Awareness
6	Management of Self
7	Operational Management
8	Project Management
9	Finance
10	Problem Solving
11	Decision Making
12	End Point Assessment (EPA) Preparation
13	Revision and Gap Analysis
14	Gateway Meeting, Final Review and EPA

The key competences of the Star Leadership and Management Framework are incorporated into the programme.

ON THE JOB TRAINING

Managing People

Knowledge of people and team management models including team dynamics and motivation techniques. Understand HR procedures, legal requirements and a range of performance management techniques.

Communication

Able to chair meetings, hold difficult conversations, deliver constructive feedback and understand how to raise concerns.

Decision Making

Able to undertake critical analysis and evaluation to support decision making. Use of effective problem solving techniques.

These are just some of the topics that you will be working towards. Your Skills Coach will support you to meet the full requirements of the apprenticeship.

OFF THE JOB TRAINING

The programme will be completed through various on and off the job training activities. Induction, mandatory and refresher training will be embedded into this programme and will count towards off the job training activity. Other examples include:

Developing Team Leader Skills

Two-day workshop/workbooks/online learning platform.

Ensuring operational challenges are acknowledged and planned for e.g. lack of resources, lack of time, lack of suitably trained staff to manage change, cultural issues, risk aversion, lack of support etc.

Engaging Teams for Improved Results

Two-day workshop/workbooks/online learning platform.

Be available to team members for guidance and on-going feedback. Provide appropriate motivational feedback on individual performance to recognise success and address any under performance.

Personal Impact and Managing Self

Two-day workshop/workbooks/online learning platform.

Understand the concept of self-awareness and the impact that managers have on others. How to adapt behaviour and understand the importance of emotional intelligence in leadership.

For further information about apprenticeships please contact Star Institute:

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