

Level 2 Apprenticeship in Team Leading

Support Teams | Deliver Results | Take Your First Step into Leadership

This apprenticeship is ideal for individuals currently in or moving into a supervisory role. It supports the development of key leadership skills, helping learners manage people and processes effectively while supporting organisational goals.

Learners will gain the confidence and knowledge to lead a team, monitor performance, and solve problems proactively.



About the Apprenticeship

Designed for those in roles such as Team Leader, Helpdesk Manager, Trainee Supervisor, or Section Leader, this programme provides a practical route into leadership by focusing on real workplace challenges.

- **Duration:** Typically 15 months
- **Delivery:** Work-based learning, practical tasks, and tutor-led support

What You Will Learn

- **Supervising and Supporting Team Members** – Learn to brief teams, provide feedback, and support individuals in achieving shared goals.
- **Monitoring Work and Improving Performance** – Understand how to oversee day-to-day operations, address issues, and manage team output.
- **Problem Solving and Project Support** – Gain the tools to identify challenges, make decisions, and contribute to small projects.
- **Customer Service and Communication** – Enhance your ability to communicate clearly, resolve complaints, and improve service delivery.
- **Procurement and Resource Coordination** – Understand the basics of sourcing, managing stock, and ensuring smooth team operations.
- **Essential Skills in English, Maths, and Digital Literacy** – Achieve qualifications to support written, numerical, and digital tasks in leadership contexts.

Who is it for?

- Individuals taking on their first formal leadership role
- Staff with responsibility for guiding or coordinating others
- Aspiring team leaders across all sectors

Career Progression

- Progress to Level 3 Team Leader/Supervisor or Business Administration qualifications
- Take on roles such as Supervisor, Duty Manager, or Project Coordinator
- Build skills for middle-management and operational leadership roles

