

■ LEVEL 4 APPRENTICESHIP · ST1512 · CMI LEVEL 5 INCLUDED

# AI for *Team* Leaders.

The **natural alternative** to the defunded Operations / Departmental Manager Level 5 (ST0385). Built by the TESS leadership team — same operational leadership content, plus AI fluency, plus a **CMI Level 3 Award in Management & Leadership** included free.


<p><b>3</b></p> <p>Premium qualifications included free</p>	<p><b>15</b>mo</p> <p>Delivery + Gateway &amp; EPA</p>	<p><b>100%</b></p> <p>Apprenticeship Levy funded</p>	<p><b>4.9</b>★</p> <p>689+ verified reviews</p>
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- ★ **CMI Level 3 in Management & Leadership** — chartered, included free
- 8 **6 first-line leadership workshops** — every Team Leader L3 topic covered
- 11 **12 AI & Automation modules** — ST1512 curriculum
- M **Microsoft AB-730 AI Business Professional**
- N **NCFE Level 3 AI Prompt Mastery** — TESS exclusive
- AI **Coachy AI tutor** — 24/7, included free

★ BOOK A DISCOVERY CALL

**Develop your team leaders for the AI era.**

30 minutes to scope your cohort. 100% Levy-funded, no out-of-pocket cost.



SCAN TO BOOK

— LEADERSHIP + AI, IN ONE PROGRAMME

# First-line leadership. *Plus* *AI fluency.*

Built by the TESS leadership team. **Six first-line leadership workshops**, plus 12 AI & Automation modules, a formal CMI Level 3 in Management & Leadership, and Coachy your AI tutor — all in one Levy-funded apprenticeship. The complete operations leadership programme for the AI era.

THE COMPLETE LEADERSHIP CURRICULUM

## AI for Team Leaders L4 + CMI L3

6 FIRST-LINE LEADERSHIP WORKSHOPS · DELIVERED ACROSS 3 INTENSIVE DAYS

- 01 First-Line Leadership Foundations
- 02 Managing People & Performance
- 03 Communication & Difficult Conversations
- 04 Supporting Teams Through Change ★ CMI
- 05 Decision-Making & Problem-Solving
- 06 Building High-Performing Teams

**PLUS** 12 AI modules · CMI Level 3 in Management & Leadership · Microsoft AB-730 · NCFE Level 3 AI Prompt · Coachy AI tutor

### Why this beats a standalone leadership course

- 01 **AI fluency built in** — the biggest capability gap in first-line management today.
- 02 **9 topics into 6 deeper workshops** — same content, less time off the desk.
- 03 **CMI Level 3 included free** — chartered, portable, lifetime.
- 04 **Coachy AI tutor 24/7** — 1:1 prep & CMI L3 help on demand.
- 05 **Live ST1512 funding** — no procurement disruption.
- 06 **72% distinction rate** — measurably stronger team leaders.

THE STACK

# Three premium qualifications. *All included free.*

The apprenticeship is the **ST1512 AI & Automation Practitioner Level 4** standard. On top, TESS includes a curated stack of qualifications — all **complimentary**. No extra cost. No separate enrolments. No add-on fees.

★ FLAGSHIP · INCLUDED FREE



## CMI Level 3 Award in Management & Leadership

The **gold-standard first-line leadership credential**. Apprentices complete the formal **CMI Level 3 in Management & Leadership** assignment — the most natural companion to an AI programme, addressing how to introduce AI into teams and operations. Chartered, portable, lifetime — stays on the CV.

Level 3

Unit 514 · Formally assessed

Chartered Mgmt Institute

ncfe.

COMPLIMENTARY

### NCFE Level 3 CQ in AI Prompt Mastery

Bespoke TESS qualification. Master prompt engineering across **ChatGPT, Microsoft Copilot, Gemini and Claude**. Apply prompts to team performance reviews, 1:1s, rotas and reporting and operational decisions.

Level 3 CQ

TESS exclusive



COMPLIMENTARY

### Microsoft AB-730 AI Business Professional

Microsoft's globally recognised credential. Demonstrates proficiency in **Copilot, generative AI tools and enterprise AI adoption**. The badge that travels with your team leader on LinkedIn and into every boardroom.

Professional

AB-730



HIGH ACHIEVERS

### BCS Foundation Certificate in AI

For top-performing learners. Covers AI ethics, governance, responsible deployment and generative AI — SFIA 3-4 equivalent. Doubles as End Point Assessment preparation.

Foundation

Stretch goal



PLUS · INCLUDED FREE WITH EVERY LEARNER

### Coachy — your AI tutor, 24/7.

Built on Claude. Scoped to the ST1512 standard, EPA-safe by design. Ask questions about decision frameworks, change models, the CMI L3 assignment or board-prep — any time, mobile or desktop.

FLAGSHIP LEADERSHIP CURRICULUM

# Six workshops. *Three intensive days.*

Every topic from the old 9-workshop Team Leader L3 curriculum, covered across **6 deeper first-line leadership workshops** delivered live over 3 intensive days. The newly-promoted supervisor's complete leadership toolkit, with the CMI Level 3 assignment built in.

<p><b>DAY 1 FOUNDATIONS</b></p> <p><b>Stepping up to lead</b> <i>From doing to leading</i></p> <p><b>W1</b> · First-Line Leadership Foundations <b>W2</b> · Managing People &amp; Performance</p>	<p><b>DAY 2 PEOPLE</b></p> <p><b>Lead the conversations</b> <i>Communication + change · CMI L3</i></p> <p><b>W3</b> · Communication &amp; Difficult Conversations <b>W4</b> · Supporting Teams Through Change ★</p> <p>CMI</p>	<p><b>DAY 3 DELIVERY</b></p> <p><b>Deliver as a team</b> <i>Decisions &amp; high-performing teams</i></p> <p><b>W5</b> · Decision-Making &amp; Problem-Solving <b>W6</b> · Building High-Performing Teams</p>	
<p><b>W1 DAY 1 · FOUNDATIONS</b></p> <p><b>First-Line Leadership Foundations</b></p> <ul style="list-style-type: none"> <li>• The shift from doing to leading</li> <li>• Your leadership style &amp; blind spots</li> <li>• Setting expectations that stick</li> <li>• Earning authority, not demanding it</li> <li>• The first-line leader's daily rhythm</li> </ul>	<p><b>W2 DAY 1 · PEOPLE</b></p> <p><b>Managing People &amp; Performance</b></p> <ul style="list-style-type: none"> <li>• 1:1s that earn the team's trust</li> <li>• SMART goals that compound output</li> <li>• Tackling underperformance early</li> <li>• Recognition that actually motivates</li> <li>• Performance conversations without dread</li> </ul>	<p><b>W3 DAY 2 · COMMUNICATION</b></p> <p><b>Communication &amp; Difficult Conversations</b></p> <ul style="list-style-type: none"> <li>• Structured feedback that lands</li> <li>• Handling conflict on the team</li> <li>• Cascading messages without dilution</li> <li>• Active listening under pressure</li> <li>• The conversation you've been avoiding</li> </ul>	<p><b>W4 DAY 2 · ★ CMI L3</b></p> <p><b>Supporting Teams Through Change</b></p> <ul style="list-style-type: none"> <li>• Why change fails on the frontline</li> <li>• Kotter, ADKAR &amp; Bridges' Transitions</li> <li>• Spotting resistance early</li> <li>• Sustaining change after launch</li> <li>• <b>The formal CMI Level 3 assignment</b></li> </ul>
<p><b>W5 DAY 3 · DECISIONS</b></p> <p><b>Decision-Making &amp; Problem-Solving</b></p> <ul style="list-style-type: none"> <li>• Root-cause tools that work on the floor</li> <li>• Decision gates: act, escalate, wait</li> <li>• Data-informed calls, not gut alone</li> <li>• Involving the team without dithering</li> <li>• Owning the outcome</li> </ul>	<p><b>W6 DAY 3 · TEAMS</b></p> <p><b>Building High-Performing Teams</b></p> <ul style="list-style-type: none"> <li>• Tuckman + Lencioni's 5 Dysfunctions</li> <li>• Psychological safety in practice</li> <li>• Spotting capability gaps fast</li> <li>• Developing your successors</li> <li>• Measuring team health holistically</li> </ul>		

AI & AUTOMATION CURRICULUM

# The 11 AI modules. *ST1512 standard.*

The official **ST1512 AI & Automation Practitioner Level 4** curriculum — 11 KSB-aligned modules delivered across 15 months. The 8 leadership modules above are delivered **separately and complimentary** on top of this.

00 Onboarding & AI Diagnostic	01 AI Foundations	02 Process Discovery	03 Workflow Automation
04 Agentic AI	05 AI Integration & Assurance	06 Data, Decisions & Data Law	07 Designing Responsible AI
08 Pilot, Test & Assure	09 Leading AI Adoption	10 AI Strategy, Scaling & Value	11 Applied AI Mastery

**COACHY — INCLUDED FREE**

## Your AI tutor, 24/7.

Built on Claude, scoped to the ST1512 standard, EPA-safe by design. Apprentices can ask Coachy about decision frameworks, change models, the CMI L3 assignment or board-prep — any time. **Mobile and desktop.**

**1**

### Named Skills Coach

Fortnightly 1:1 mentoring across 15 months.

**2**

### OneFile Portfolio

Evidence collection & gateway readiness.

**3**

### Peer Cohort

Group learning + EPA prep tutors.

**4**

### Live Workshops

Zoom or Teams · monthly intakes.

**77%**

Faster workflow cycle times via AI

**15%**

Operating cost reduction

**35%**

Forecast accuracy improvement

**72%**

Distinction-grade rate at EPA

— HOW TESS COMPARES

# The only programme of its kind *in the UK.*

The only UK provider combining a CMI Level 3 Award in Management & Leadership with the live ST1512 AI & Automation apprenticeship. First-line leadership and hands-on AI, in one Levy-funded programme.

What you get	TESS AI for Ops Leaders L4 + CMI L3	Generic management apprenticeship	Typical AI provider
CMI Level 3 Award in Management & Leadership	✓	Partial	✗
8 deep leadership modules across 4 days	✓	✓	✗
AI & Automation curriculum (12 modules)	✓	✗	Partial
Microsoft AB-730 + NCFE L3 AI Prompt	✓	✗	✗
Workplace AI project — board-ready ROI	✓	Partial	✗
Coachy AI tutor — 24/7, free	✓	✗	✗
Levy-funded (Sep 2026 onwards)	✓	✓	✓

FUNDING BAND

# £18,000

100% drawn from the Apprenticeship Levy.  
SMEs: 95-100% government co-investment.

- ✓ **Levy payers:** £0 out-of-pocket. Cost drawn from your monthly Levy.
- ✓ **SMEs (under £3M wage bill):** 95-100% DfE co-investment.
- ✓ **All qualifications complimentary** — CMI L3 + NCFE L3 + Microsoft AB-730 + BCS Foundation.
- ✓ **No transition cost** — moves directly from Ops Manager L5 plans onto a live standard.

READY WHEN YOU ARE

## Book a *discovery call* with TESS.

No obligation. We'll walk you through how the programme works for your teams, your sector and your Levy.

0333 0523 003    [info@thetessgroup.com](mailto:info@thetessgroup.com)



SCAN WITH YOUR PHONE  
*Book in 30 seconds*