



LEVEL 2 TEAM LEADER FRAMEWORK

ABOUT THIS QUALIFICATION

The NCFE Level 2 Diploma in Team Leading has been accredited by the qualifications regulators for England, Wales and Northern Ireland, and is part of the Qualifications and Credit Framework (QCF). This is a cross sector qualification aimed at current and prospective team leaders. This qualification covers the skills and knowledge needed to be a successful team leader, covering competencies applicable to a wide range of contexts. This qualification may be eligible for funding. For further guidance on funding, please contact your local funding provider.

GEOGRAPHICAL COVERAGE

This qualification has been regulated for use in England, Wales and Northern Ireland. We're able to provide the qualification specification and assessment materials in the Welsh and/or Irish language where requested and appropriate.

THINGS YOU NEED TO KNOW

- Qualification number (QN): 601/3967/5
- Aim reference: 60139675
- Guided learning hours (GLH): 201 259
- Credit value: 40
- QCF level: 2
- Assessment requirements: internally assessed and externally moderated portfolio of evidence

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The qualifications regulators (regulators) are Ofqual in England and Northern Ireland, and the Welsh Government in Wales.

AIMS AND OBJECTIVES OF THIS QUALIFICATION

THIS QUALIFICATION AIMS TO:

- Provide learners with the skills and knowledge required to successfully lead a team
- Develop learners' skills in communication, leadership and personal performance management
- build learners' knowledge of the principles of team leading, as well as their understanding of business.

THE OBJECTIVES OF THIS QUALIFICATION ARE TO HELP LEARNERS TO:

- Develop team leading skills that can be relied upon by employers in a range of industries
- provide learners with the skills and knowledge needed to communicate with a range of stakeholders at different levels

ENTRY GUIDANCE

This qualification is designed for learners aged 16 and above who are working in or looking to work in a team leading role or similar.

There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already achieved a Level 1 qualification.

Entry is at the discretion of the centre. However, learners should be aged 16 or above to undertake this qualification.

Centres are responsible for ensuring that this qualification is appropriate for the age and ability of learners. They need to make sure that learners can fulfil the requirements of the assessment criteria and comply with the relevant literacy, numeracy, and health and safety aspects of this qualification. Learners registered on this qualification shouldn't undertake another qualification at the same level with the same or a similar title, as duplication of learning may affect funding eligibility.

ACHIEVING THIS QUALIFICATION

To be awarded the NCFE Level 2 Diploma in Team Leading, learners must achieve a minimum of 40 credits.

- 22 credits from the mandatory units in Group A
- a minimum of 12 credits from Group B
- the remaining credits can be taken from either Group B or C.

MANDATORY GROUP A

- Unit 01 Manage personal performance and development (4 credits)
- Unit 02 Communicate work related information (4 credits) *

- Unit 03 Lead and manage a team (5 credits) *
- Unit 04 Principles of team leading (5 credits)
- Unit 05 Understand business (4 credits) Optional Group B
- Unit 06 Develop working relationships with colleagues (3 credits) *
- Unit 07 Principles of equality and diversity in the workplace (2 credits)
- Unit 08 Promote equality, diversity and inclusion in the workplace (3 credits)
- Unit 09 Manage team performance (4 credits)
- Unit 10 Manage individuals' performance (4 credits)
- Unit 11 Chair and lead meetings (3 credits)
- Unit 12 Manage conflict within a team (5 credits)
- Unit 13 Procure products and/or services (5 credits)
- Unit 14 Collaborate with other departments (3 credits)
- Unit 15 Participate in a project (3 credits)
- Unit 16 Encourage innovation (4 credits)
- Unit 17 Contribute to meetings in a business environment (3 credits) Optional Group C
- Unit 18 Health and safety procedures in the workplace (2 credits) *
- Unit 19 Store and retrieve information (4 credits) *
- Unit 20 Handle mail (3 credits) *
- Unit 21 Employee rights and responsibilities (2 credits)
- Unit 22 Deliver customer service (5 credits)
- Unit 23 Understand customers (2 credits)
- Unit 24 Resolve customer service problems (5 credits)
- Unit 25 Negotiate in a business environment (4 credits)
- Unit 26 Develop a presentation (3 credits)
- Unit 27 Deliver a presentation (3 credits)
- Unit 28 Resolve customers' complaints (4 credits)