

Team Leading Level 2 Certificate

Helping your staff achieve recognised excellence in team leading

The national occupational standards in Management and Leadership, which form the basis of these qualifications, have been devised by employers and provide benchmarks of good practice. They are structured around six functional areas of management:

- Manage Self and Personal Skills.
- Providing Direction.
- Facilitating Change.
- Working with People.
- Using Resources.
- Achieving Results.

The qualifications concentrate on the development of consistent, competent performance in the workplace, which is then assessed against the standards. Because the course is divided into units, it is possible for Team Leaders to complete a qualification which precisely meets their own needs and those of your business.

Delivery and Costs

The course can be delivered on your premises at a time to suit your business. As part of the course we offer appropriate individual information, advice and guidance to candidates.

Candidates will attend seven sessions (both group and one-to-one) with a tutor/assessor. Candidates will need to produce a portfolio containing evidence to support their job role, personal reflective statements about the work they carry out and witness statements from their supervisor/line manager.

Candidates will also be observed by an assessor in their workplace.

In many cases we can help with funding. Our account managers will be happy to discuss delivery times, customising the course and costs.

Course Content

Candidates must complete the 3 mandatory units plus 7 credits from optional units (17 credits minimum). A maximum of 5 credits should be from Group 1 and a minimum of 2 credits from Group 2.

Mandatory units:

- Manage personal development.
- Develop working relationships with colleagues.
- Communicate information and knowledge.

Group 1

Either:

- Plan, allocate and monitor work of a team; (5 credits)
- Set objectives and provide support for team members; (5 credits)

Group 2

One of:

- Participate in meetings; (2 credits)
- Procure supplies; (2 credits)
- Manage customer service in own area of responsibility; (4 credits)

Progression

Candidates can progress onto the Level 3 Management or some may choose to acquire a qualification in Customer Service, IT or Business Administration.

Contact Us

please contact our business development team on 020 8918 7272
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