

ILM Level 2 NVQ Diploma in Team Leading

Qualification Reference 601/3216/4

Course Offer

The Level 2 NVQ Diploma in Team Leading is a combined knowledge and competency based qualification ideal for new team leaders who want to develop themselves as leaders and managers. It provides learners with the opportunity to learn and implement the core skills needed in today's dynamic business environment.

- The course is available through electronic learning.
- The average course is 12 – 15 months; however, your own length of learning will be individually agreed.
- The maximum number of workplace visits will be one visit per calendar month.
- There will be an individually agreed programme of on and off-the-job learning.

Achievement

To achieve a Level 2 NVQ Diploma in Team Leading you must complete a minimum of 40 credits at Level 2 or above.

- 22 credits must be completed from GROUP 1 – Mandatory Units
- Minimum of 12 credits from GROUP 2 – Optional units
- Maximum of 6 credits from GROUP 3 – Optional units
- Some units are barred against each other, see table below

Course Units

GROUP 1 MANDATORY UNITS			
Level	Title	Credit Value	Please Tick
2	Manage personal performance and development	4	√
2	Communicate work-related information	4	√
2	Lead and manage a team	5	√
2	Principles of team leading	5	√
2	Understand business	4	√
GROUP 2 OPTIONAL UNITS			
		Credit Value	Please Tick
2	Develop working relationships with colleagues	3	
2	Contribute to meetings in a business environment	3	
2	Principles of equality and diversity in the workplace	2	
3	Promote equality, diversity and inclusion in the workplace	3	
3	Manage team performance	4	
3	Manage individuals' performance	4	

3	Chair and lead meetings	3	
3	Encourage innovation	4	
3	Manage conflict within a team	5	
3	Procure products and/or services	5	
3	Collaborate with other departments	3	
3	Participate in a project	3	
GROUP 3 OPTIONAL UNITS		Credit Value	Please Tick
2	Health and safety procedures in the workplace	2	
2	Store and retrieve information	4	
2	Handle Mail	3	
2	Employee Rights and Responsibilities	2	
2	Deliver customer service	5	
2	Understand customers	2	
2	Resolve customer service problems	5	
3	Negotiate in a business environment	4	
3	Develop a presentation	3	
3	Deliver a presentation	3	
3	Resolve customers' complaints	4	