



Step Up Training and Care

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Qualification Name	Level 2 Diploma in Team Leading
Qualification achieved	Highfield Level 2 Diploma in Team Leading (RQF) 601/4094/X

Qualification Structure

This qualification will be assessed through a portfolio of evidence.

You will be assigned a personal assessor who will help guide you through the learning criteria for this qualification, delivered as a distance learning qualification.

Learners will be required to undertake personal research and complete assignments in line with the qualification criteria. Work is submitted through building a portfolio of evidence which is submitting in a variety of ways including

- Telephone appointments with your assessor
- Written submissions usually sent by email
- Completing an E-portfolio where requested.

The learner will over the duration of the qualification build a portfolio of evidence based on the criteria required to complete this qualification

An observation of the learner in practice is required to complete this qualification.

There are no exams required to achieve the qualification

Qualification Duration

The duration of the qualification depends on whether the learner has had prior learning or prior achievements, as this may reduce the time needed to prepare for the assessment. However, the total time for the qualification is 200 hours. Of this, 201 are recommended as guided learning hours.

This equates to approximately a 6-month timescale but is dependent on a learner being engaged in their studies, submitting evidence to match the learning criteria usually on a weekly basis to your personal assessor.

Costs

This course is £750

50% is payable at point of enrolment with the remaining 50% payable upon completion of the qualification.

Who can enrol for this course?
Must be aged 16+.
Entry requirements
There is no formal entry requirement however It is advised that learners have a minimum of level 2 in literacy and numeracy before enrolling onto this course
Who is this qualification suitable for?
<p>The objective of this qualification is to support learners in a team leading role in the workplace, in any sector.</p> <p>The qualification forms the knowledge and competency requirements of the SASE Intermediate Apprenticeship in Team Leading however it can also be used on a stand-alone basis.</p> <p>It is aimed at learners who are new to team leading positions and will allow learners to develop their skills, knowledge and understanding of a team leading role, resulting in the achievement of a nationally recognised qualification.</p> <p>This combined knowledge and competency-based qualification is 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.</p> <p>Topics covered include leading and managing a team, managing personal and professional development, understanding business as well as a variety of units covering subjects in participating in a project, contributing to meetings and resolving customer service problems.</p>
Certification
Upon successful completion of this qualification, you will be issued with a hard copy of your certificate.
Enrolment
Full details of how to enrol on this qualification can be found on our website, under the section Enrolment.

Module Content
<p>To complete the Highfield Level 2 Diploma in Team Leading, learners must complete the following:</p> <ul style="list-style-type: none"> • all units in the mandatory group • a minimum of 12 credits from Optional Group A • up to a maximum of 6 credits from Optional Group B <p>Mandatory Units:</p> <ul style="list-style-type: none"> • Manage personal performance and development (Credit Value 4) • Communicate work-related information (Credit Value 4) • Lead and manage a team (Credit Value 5) • Principles of team leading (Credit Value 5) • Understand business (Credit Value 4) <p>Optional Units Group A</p> <ul style="list-style-type: none"> • Develop working relationships with colleagues (Credit Value 3) • Contribute to meetings in a business environment (Credit Value 3) • Principles of equality and diversity in the workplace (Credit Value 2) • Promote equality, diversity and inclusion in the workplace (Credit Value 3) • Manage team performance (Credit Value 4)

- Manage individuals' performance (Credit Value 4)
- Chair and lead meetings (Credit Value 3)
- Encourage innovation (Credit Value 4)
- Manage conflict within a team (Credit Value 5)
- Procure products and/or services (Credit Value 5)
- Collaborate with other departments (Credit Value 3)
- Participate in a project (Credit Value 3)

Optional Units Group B

- Health and safety procedures in the workplace (Credit Value 2)
- Store and retrieve information (Credit Value 4)
- Handle mail (Credit Value 3)
- Employee rights and responsibilities (Credit Value 2)
- Deliver customer service (Credit Value 5)
- Understand customers (Credit Value 2)
- Resolve customer service problems (Credit Value 5)
- Negotiate in a business environment (Credit Value 4)
- Develop a presentation (Credit Value 3)
- Deliver a presentation (Credit Value 3)
- Resolve customers' complaints (Credit Value 4)