



# ILM Level 2 Team Leading

Our combined knowledge and competency based qualification is ideal if you are a new team leader and want to develop as a manager. You will have the opportunity to learn and implement the core skills needed in a business environment.

## Benefits for the individuals

- Communicate clearly and confidently
- Engage and support your team
- Build positive productive relationships at work
- Achieve a nationally recognised qualification
- Access a wealth of resources through Moodle - our online learning platform
- Receive a minimum of 12 months membership to the Institute of Leadership & Management

## Benefits for the employers

- Develop team leaders with proven ability to perform
- Team leaders who are competent to manage people and relationships
- Establish better communication and collaboration in teams
- Employ team leaders with the ability to self-manage.
- A strong focus on workplace performance, to deliver well-rounded managers

## What you will study

You will focus on the essential skills you need to develop as a team leader. There are five mandatory units, looking at the principles of team leading and management, workplace communication, understanding business and personal development. There are also a wide selection of optional units to build management skills in a variety of areas such as customer service, health and safety and performance management.



## Essential Skills

Welsh Government is committed to raising the levels of Essential Skills across Wales. Communication, Digital Literacy and Application of Number qualifications are an integral element to the funded apprenticeship frameworks.

These are usually delivered through workshops at one of our centres and will be planned well in advance. If you have completed Essential Skills previously or are able to provide suitable evidence, such as GCSE certificates or similar, you may be exempt from completing this element of the qualification.

Essential Skills	
Learners will need to complete:	
Application of Number	Level 2
Digital Literacy	Level 2
Communication	Level 2

## Qualification Overview

To achieve the Level 2 Team Leading qualification, learners must compete:

- Two hour induction
- Essential Skills in Application of Number, Communication and Digital Literacy at Level 2
- NVQ Level 2 in Team Leading (total of 40 credits)
- The qualification will take 12 months to complete

## Overview of units

### Mandatory

Reference	Unit Title	Level	Credit Value	Guided Hours
8620-200	Manage personal performance and development	2	4	18
8620-201	Communicate work-related information	2	4	23
8620-202	Lead and manage a team	2	5	25
8620-203	Principles of team leading	2	5	37
8620-204	Understand business	2	4	32

### Optional Units - Group 1

Reference	Unit Title	Level	Credit Value	Guided Hours
8620-205	Develop working relationships with colleagues	2	3	19
8620-206	Contribute to meetings in a business environment	2	3	7
8620-207	Principles of equality and diversity in the workplace	2	2	10
8620-305	Promote equality, diversity and inclusion in the workplace	3	3	15
8620-301	Manage team performance	3	4	21
8620-306	Manage individuals' performance	3	4	20
8620-308	Chair and lead meetings	3	3	10
8620-309	Encourage innovation	3	4	14
8620-310	Manage conflict within a team	3	5	25
8620-311	Procure products and/or services	3	5	35

## Optional Units - Group 2

Reference	Unit Title	Level	Credit Value	Guided Hours
8620-314	Collaborate with other departments	3	3	14
8620-316	Participate in a project	3	3	19
8620-208	Health and safety procedures in the workplace	2	2	16
8620-209	Store and retrieve information	2	4	19
8620-210	Handle mail	2	3	15
8620-211	Employee rights and responsibilities	2	2	16
8620-212	Deliver customer service	2	5	27
8620-213	Understand customers	2	2	17
8620-214	Resolve customer service problems	2	5	22
8620-318	Negotiate in a business environment	3	4	18
8620-319	Develop a presentation	3	3	11
8620-320	Deliver a presentation	3	3	17
8620-323	Resolve customers' complaints	3	4	22

## Barred units

This unit		Is barred against this unit	
Unit code	Unit Title	Unit code	Unit Title
8620-206	Contribute to meetings in a business environment	8620-308	Chair and lead meetings
8620-207	Principles of equality and diversity in the workplace	8620-305	Promote equality, diversity and inclusion in the workplace

## Progression

This qualification may provide progression opportunities to other qualifications such as:

- ILM Level 3 Diploma in Management
- ILM Level 4 NVQ Diploma in Management