

BIIAB BTEC Level 2 Diploma in Team Leading

The aim of this qualification is to contribute to the skills, knowledge and overall performance of Management and Leadership. Its purpose is to provide insight into the principles and processes of Management and Leadership and to aid career progression. This diploma is designed for those who are in a team leading role and to be able to:

- Demonstrate a broad set of skills when carrying out a range of team leading tasks including leading team and individual performance.
- Develop their understanding of the principles that underpin leading a team including leadership styles, team dynamics, managing the work of teams and communication techniques.
- Demonstrate occupational competence in a range of business setting within organizations of varying sizes and sectors for example:
 - Team Leader
 - Floor Manager
 - Section Leader
 - Help Desk Leader
 - Trainee Supervisor
 - Team Coordinator

What does it comprise of?

A minimum of **40 credits** is required overall for completion of this qualification.

- 22 credits from Mandatory Units
- 12 optional credits must be achieved from Group B
- 6 optional credits must be achieved from either Group B or Group C with a maximum of 6 credits being taken from Group C
- A minimum of **201** Guided Learning Hours will need to be completed
- A maximum of **259** Guided Learning Hours can be completed

Mandatory Units (22 credits)

Title	Level	Credit	GLH
Manage Personal Performance and Development	2	4	18
Communicate Work - related Information	2	4	23
Lead and Manage a Team	2	5	25
Principles of Team Leading	2	5	37
Understand Business	2	4	32

Group B Optional Units

Title	Level	Credit	GLH
Develop Working Relationships with Colleagues	2	3	19

Contribute to Meetings in a Business Environment <i>(Barred combination with Unit Chair and Lead Meetings)</i>	2	3	7
Principles of Equality and Diversity in the Workplace <i>(Barred combination with Unit Promote Equality, Diversity and Inclusion in the Workplace)</i>	2	2	10
Promote Equality and Diversity Inclusion in the Workplace <i>(Barred combination with Unit Principles of Equality, Diversity and Inclusion in the Workplace)</i>	3	3	15
Manage Team Performance	3	4	21
Manage Individuals' Performance	3	4	20
Chair and Lead Meetings <i>(Barred combination with Unit Contribute to Meetings in a Business Environment)</i>	3	3	10
Manage Conflict within a Team	3	5	25
Procure Products and/ or Services	3	5	35
Collaborate with Other Departments	3	3	14
Participate in a Project	3	3	19
Encourage Innovation	3	4	14

Group C Optional Units			
Title	Level	Credit	GLH
Health and Safety Procedures in the Workplace	2	2	16
Store and Retrieve Information	2	4	19
Handle Mail	2	3	15
Employee Rights and Responsibilities	2	2	16
Deliver Customer Service	2	5	27
Understand Customers	2	2	17
Resolve Customer Service Problems	2	5	22
Negotiate in a Business Environment	3	4	18
Develop a Presentation	3	3	11
Deliver a Presentation	3	3	17
Resolve Customers' Complaints	3	4	22

Assessment

Each of the units is made up from specific elements applicable to a Team Leader role, for example planning and allocating work to a team, giving feedback and leading team briefings. Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning etc. A portfolio of evidence is produced which demonstrates that the learner can perform to the level described. Participants will have a dedicated Assessor who will help assemble the portfolio and prepare them for assessment.

To complete the Apprenticeship in Team Leading learners must complete the following components:

- Edexcel Level 2 Certificate in Team Leading Principles
- Functional Skills to include Math's Level 1/2, English Level ½ and Information and Communication Technology Level 1/2
- Personal Learning and Thinking Skills
- Employment Rights and Responsibilities

This qualification forms the combined knowledge and competency qualification of the Intermediate Apprenticeship in Team Leading (Level 2).

How long will it take?

To protect quality and make sure all apprentices receive a high-quality meaningful experience, all Apprenticeships must last for a minimum period of 12 months. In some cases the Apprenticeship may be longer and is based upon a number of factors including the number of hours the learner works and the requirements of the apprenticeship framework for the sector they work in. The apprenticeship

includes guided learning, assessment and training, and monitored workplace practice which is planned and agreed between the learner, their employer and their Training Advisor.

Progression

Learners often progress to Level 3 certificate in Management which forms part of an Apprenticeship framework

How to participate

Our centre will provide you with advice on how to access the programme, methods of delivery and eligibility for funding.

For more information please call: 0330 088 0888

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