



Global Training Centre

101, Lockhurst Lane, Coventry, CV6 5SF

Course Name	Level 2 Diploma in Team Leading
Qualification achieved	TQUK Level 2 Diploma in Team Leading (RQF) 601/4940/1

Course Structure
<p>This course is completed as a distance learning qualification by:</p> <ul style="list-style-type: none">• Individual research at home under the guidance of your personal assessor• Telephone assessment appointments to discuss your evidence and/or submitting written evidence to your assessor <p>An observation of practice will be required at your place of employment by your assessor required to complete this course.</p> <p>There are no exams required to achieve the qualification</p>
Course Duration
<p>This course should take around 6 months to complete. Average learning time is 201 hours. This course has a limit of 9 months to complete from enrolment date.</p>
Costs
<p>This course is non funded. Depending on which units a learner chooses it costs between £900 to £1000 to undertake. We are able to offer an instalment plan to those that require it but release of certification is not possible until the cost of the course is paid in full.</p>
Who can enrol for this course?
<p>Must be aged 16+. Anyone who is employed.</p>
Entry requirements
<p>There are no specific entry requirements however learners should have a minimum of Level 1 in literacy and numeracy or equivalent.</p>
Who is this course suitable for?
<p>This course is designed for</p> <ul style="list-style-type: none">• team leaders,• section leaders• floor managers,• help desk managers,• trainee supervisors,• team co-ordinators• other team leader positions
Certification
<p>Upon successful completion of this course you will be issued with a hard copy of your certificate</p>

What will I learn by taking this course

You must achieve 40 credits to complete this course. This course has 5 mandatory units worth 22 credits covering

- Communicate work-related information
- Lead and manage a team
- Manage personal performance and development
- Principles of team leading
- Understand business

In addition, learners must choose a minimum of 12 credits from the optional Group B listing, and a maximum of 6 credits from the Group C optional listing below.

Group B

- Chair and lead meetings (Credit value 3)
- Collaborate with other departments (Credit value 3)
- Contribute to meetings in a business environment (Credit value 3)
- Develop working relationships with colleagues (Credit value 3)
- Encourage innovation (Credit value 4)
- Manage conflict within a team (Credit value 5)
- Manage individual's performance (Credit value 4)
- Manage team performance (Credit value 4)
- Participate in a project (Credit value 3)
- Principles of equality and diversity in the workplace (Credit value 2)
- Procure products and/or services (Credit value 5)
- Promote equality, diversity, and inclusion in the workplace (Credit value 3)

Group C

- Deliver a presentation (Credit value 3)
- Deliver customer service (Credit value 5)
- Develop a presentation (Credit value 3)
- Employee rights and responsibilities (Credit value 2)
- Handle mail (Credit value 3)
- Health and Safety Procedures in the Workplace (Credit value 2)
- Negotiate in a business environment 3 18 4
- Resolve customer service problems (Credit value 5)
- Resolve customers complaints (Credit value 4)
- Store and retrieve information (Credit value 4)
- Understand customers (Credit value 2)

The benefits of taking this course will provide you with the knowledge and understanding of

- Tasks undertaken in these job roles may include planning, allocating and monitoring the work of the team,
- Giving feedback
- Briefing teams
- Supporting team members
- Managing conflict
- resolving problems
- Obtaining supplies
- Project management
- Agreeing budgets
- Managing and improving customer service.

