

**all you need
to know.**

Qualification Specification

NCFE Level 2 Diploma in Team Leading
(601/3967/5)

Aims and objectives of this qualification

This qualification aims to:

- provide learners with the skills and knowledge required to successfully lead a team
- develop learners' skills in communication, leadership and personal performance management
- build learners' knowledge of the principles of team leading, as well as their understanding of business.

The objectives of this qualification are to help learners to:

- develop team leading skills that can be relied upon by employers in a range of industries
- Provide learners with the skills and knowledge needed to communicate with a range of stakeholders at different levels.

Progression opportunities

Learners who achieve this qualification could progress to:

- NCFE Level 3 Diploma in Customer Service
- NCFE Level 2 Diploma in Team Leading
- NCFE Level 2 and 3 Diplomas in Business Administration

Achieving this qualification

To be awarded the NCFE Level 2 Diploma in Team Leading, learners must achieve a minimum of **40** credits.

- **22** credits from the mandatory units in Group A
- a minimum of **12** credits from Group B
- the remaining credits can be taken from either Group B or C.

Mandatory Group A

- Unit 01 Manage personal performance and development (4 credits)
- Unit 02 Communicate work-related information (4 credits)*
- Unit 03 Lead and manage a team (5 credits)*
- Unit 04 Principles of team leading (5 credits)
- Unit 05 Understand business (4 credits)

Optional Group B

- Unit 06 Develop working relationships with colleagues (3 credits)*
- Unit 07 Principles of equality and diversity in the workplace (2 credits)
- Unit 08 Promote equality, diversity and inclusion in the workplace (3 credits)
- Unit 09 Manage team performance (4 credits)
- Unit 10 Manage individuals' performance (4 credits)
- Unit 11 Chair and lead meetings (3 credits)
- Unit 12 Manage conflict within a team (5 credits)
- Unit 13 Procure products and/or services (5 credits)
- Unit 14 Collaborate with other departments (3 credits)
- Unit 15 Participate in a project (3 credits)
- Unit 16 Encourage innovation (4 credits)
- Unit 17 Contribute to meetings in a business environment (3 credits)

Optional Group C

- Unit 18 Health and safety procedures in the workplace (2 credits)*
- Unit 19 Store and retrieve information (4 credits)*
- Unit 20 Handle mail (3 credits)*
- Unit 21 Employee rights and responsibilities (2 credits)
- Unit 22 Deliver customer service (5 credits)
- Unit 23 Understand customers (2 credits)
- Unit 24 Resolve customer service problems (5 credits)
- Unit 25 Negotiate in a business environment (4 credits)
- Unit 26 Develop a presentation (3 credits)
- Unit 27 Deliver a presentation (3 credits)
- Unit 28 Resolve customers' complaints (4 credits)

To achieve the NCFE Level 2 Diploma in Team Leading, learners must successfully demonstrate their achievement of all learning outcomes and assessment criteria of the units as detailed in this qualification specification.

Grades are not awarded.

