



**QUALITRAIN**  
LIMITED

## Improvement through efficiency

# Team Leading Level 2

Qualitrain has delivered thousands of Team Leading 2 qualifications within many different organisations and industrial sectors.

This qualification aims to:

- + Provide the skills and knowledge required to lead a team successfully
- + Develop skills in communication, leadership and personal performance management
- + Develop team leading skills that are appropriate to a range of industries and organisations
- + Provide the skills and knowledge needed to communicate with a range of stakeholders at different levels

### SUITABLE TEAM LEADING 2 CANDIDATES

This is a cross-sector qualification aimed at current and prospective team leaders. The qualification covers the skills and knowledge needed to be a successful team leader, covering competencies applicable to a wide range of contexts. Used in conjunction with other measures it can ensure your organisation has the right people, with the right skills, to drive through change, expansion, or business improvement programmes.

### CERTIFICATION

The HABC Level 2 Diploma in Team Leading has been accredited by the qualifications regulators for England, Wales and Northern Ireland, and is part of the Qualifications and Credit Framework (QCF).

### ACHIEVING TEAM LEADER 2

To be awarded the HABC Level 2 Diploma in Team Leading, candidates must achieve a minimum of 40 credits made up of:

- + 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 UNITS (Group A)

MANAGE PERSONAL PERFORMANCE AND DEVELOPMENT  
(4 CREDITS)

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COMMUNICATE WORK-RELATED INFORMATION  
(4 CREDITS)\*

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LEAD AND MANAGE A TEAM (5 CREDITS)\*

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PRINCIPLES OF TEAM LEADING (5 CREDITS)

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UNDERSTAND BUSINESS (4 CREDITS)

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## OPTIONAL UNITS (Group B)

DEVELOP WORKING RELATIONSHIPS WITH COLLEAGUES  
(3 CREDITS)\*

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PRINCIPLES OF EQUALITY AND DIVERSITY IN THE  
WORKPLACE (2 CREDITS)

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PROMOTE EQUALITY, DIVERSITY AND INCLUSION IN THE  
WORKPLACE (3 CREDITS)

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MANAGE TEAM PERFORMANCE (4 CREDITS)

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MANAGE INDIVIDUALS' PERFORMANCE (4 CREDITS)

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CHAIR AND LEAD MEETINGS (3 CREDITS)

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MANAGE CONFLICT WITHIN A TEAM (5 CREDITS)

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PROCURE PRODUCTS AND/OR SERVICES (5 CREDITS)

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COLLABORATE WITH OTHER DEPARTMENTS (3 CREDITS)

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PARTICIPATE IN A PROJECT (3 CREDITS)

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ENCOURAGE INNOVATION (4 CREDITS)

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CONTRIBUTE TO MEETINGS IN A BUSINESS ENVIRONMENT  
(3 CREDITS)

## OPTIONAL UNITS (Group C)

HEALTH AND SAFETY PROCEDURES IN THE WORKPLACE  
(2 CREDITS)\*

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STORE AND RETRIEVE INFORMATION (4 CREDITS)\*

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HANDLE MAIL (3 CREDITS)\*

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EMPLOYEE RIGHTS AND RESPONSIBILITIES (2 CREDITS)

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DELIVER CUSTOMER SERVICE (5 CREDITS)

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UNDERSTAND CUSTOMERS (2 CREDITS)

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RESOLVE CUSTOMER SERVICE PROBLEMS (5 CREDITS)

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NEGOTIATE IN A BUSINESS ENVIRONMENT (4 CREDITS)

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DEVELOP A PRESENTATION (3 CREDITS)

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DELIVER A PRESENTATION (3 CREDITS)

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RESOLVE CUSTOMERS' COMPLAINTS (4 CREDITS)

### BARRED UNITS

This qualification contains barred units - one unit is usually barred against another if there is considerable overlap in content. If a learner completes units that are barred only one of the units will count towards the credit total required to achieve this qualification.

PRINCIPLES OF EQUALITY AND DIVERSITY IN THE  
WORKPLACE is barred with PROMOTE EQUALITY,  
DIVERSITY AND INCLUSION IN THE WORKPLACE

CONTRIBUTE TO MEETINGS IN A BUSINESS  
ENVIRONMENT is barred with CHAIR AND LEAD  
MEETINGS

## COURSE COSTS

You could qualify for funding for this course, or fund it through the Apprenticeship Levy. Call Qualitrain,

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✉ EMAIL **info@qualitrain.co.uk**

🌐 WEB **www.qualitrain.co.uk**

