

8620

# Level 2 Diploma in Team Leading (Combined Qualification)



## Who is this qualification for?

This combined knowledge and competency based qualification is ideal for new team leaders who want to develop themselves as leaders and managers. It provides learners with the opportunity to learn and implement the core skills needed in today's dynamic business environment. The qualification also forms part of the ILM Level 2 Apprenticeship in Team Leading.

## Benefits for individuals

- ▶ Take control of your personal development
- ▶ Communicate clearly and confidently
- ▶ Engage and support your team
- ▶ Build positive and productive relationships at work
- ▶ Get a nationally recognised qualification.

## Benefits for employers

- ▶ Team leaders with proven ability to perform
- ▶ Team leaders who are competent to manage people and relationships

- ▶ Better communication and collaboration in teams
- ▶ Team leaders with the ability to self-manage.

The units in this qualification focus on the essential skills learners need to develop as team leaders. There are five mandatory units, looking at the principles of team leading and management, workplace communication, understanding business and personal development. Plus there is 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.

## Progression

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

- ▶ ILM Level 3 Diploma in Management
- ▶ ILM Level 4 NVQ Diploma in Management
- ▶ ILM Level 4 Diploma in the Principles of Leadership & Management.

## Qualification overview

| Qualification title and number                   | Credit value | Structure  |
|--|--------------|--|
| Level 2 Diploma<br>in Team Leading<br>601/3216/4 | 40           | <ul style="list-style-type: none"><li>▶ Two hours induction</li><li>▶ At least five hours tutorial support</li><li>▶ 5 mandatory units from Group 1 (22 credits)</li><li>▶ Minimum of 12 credits from Group 2</li><li>▶ Maximum of 6 credits from Group 3</li><li>▶ A minimum of 40 credits at level 2 or above.</li></ul> |

## Rules of combination

- ▶ 5 mandatory units from Group 1 (total credit value of 22)
- ▶ Minimum of 12 credits from Group 2
- ▶ Maximum of 6 credits from Group 3
- ▶ A minimum of 40 credits at level 2 or above
- ▶ Some units are barred against each other, see table below.

## Overview of units

### Group 1

| Reference | Unit title                                  | Level | CV* | GLH** |
|-----------|---|-------|-----|-------|
| 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    |

### Group 2

| Reference | Unit title   | Level | CV* | GLH** |
|-----------|--|-------|-----|-------|
| 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    |
| 8620-314  | Collaborate with other Departments                         | 3     | 3   | 14    |
| 8620-316  | Participate in a Project                                   | 3     | 3   | 19    |

### Group 3

| Reference | Unit title                                    | Level | CV* | GLH** |
|-----------|---|-------|-----|-------|
| 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    |

\*Credit value. \*\*Guided learning hours.

## 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 |

# Level 2 Diploma in Team Leading (Combined Qualification)



## Learning resources

There is a range of materials available to support ILM qualifications through our online portal, Walled Garden, and the ILM website. Contact us to find out more.

## ILM membership

ILM membership brings access to a wide range of online resources, news and information that have been specially selected to support management learning and development. It's the ideal way to help learners get the most from their ILM programme and support their management career. Visit [www.i-l-m.com/members](http://www.i-l-m.com/members) for more information.

## Our ethos

Our qualifications combine innovative design with a strong focus on workplace performance, we believe this delivers well-rounded managers with a proven ability to perform to the required standards.

## Contact ILM

The ILM Customer Service Team is dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

**T 01543 266867**

**E [customer@i-l-m.com](mailto:customer@i-l-m.com)**