

Level 2 Diploma in Team Leading

A minimum of 40 credits is required to achieve this qualification. This is made up of 22 credits Mandatory Group-A units, a minimum of 12 credits from optional Group B units and a maximum of 6 credits from Group C optional units. A minimum of 40 credits must be at Level 2 or above.

Mandatory Units

Level of unit	Credit value	Unit Title
2	4	Manage personal performance and professional development
2	4	Communicate work- related information
2	5	Lead and manage a team
2	5	Principles of team leading
2	4	Understand business

Optional Group B units

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

Optional Group C units

Level of unit	Credit value	Title and (Examples of evidence candidate can provide)
2	2	Health and safety procedures in the workplace
2	4	Store and retrieve information
2	3	Handle mail
2	2	Employee rights and responsibilities
2	5	Deliver customer service
2	2	Understand customers
2	5	Resolve customer service problems
3	4	Negotiate in a business environment
3	3	Develop a presentation
3	3	Deliver a presentation
3	4	Resolve customers' complaints