

NVQ Team Leading Level 2

This NVQ has been developed from the National Occupational Standards introduced by the Management Standards Centre, the national standard setting body for this occupational area. This NVQ is designed for those people who lead a team within an organisation, are seeking a career in management and wish to develop their team leading skills, wish to receive recognition for their team leading experience.

Candidates completing this NVQ may wish to progress to further qualifications at level 2 and level 3 in the same and related subject areas, including NVQ Business and Administration level 2.

To achieve a full certificate in Team Leading, you must complete 6 units including the 4 mandatory core units.

- UNIT 1 (Unit A1) Manage your own resources
- UNIT 2 (Unit B5) Provide leadership for your team
- UNIT 3 (Unit D1) Develop productive working relationships with colleagues
- UNIT 4 (Unit E5) Ensure your own actions reduce risks to health and Safety

Assessments will take place in the workplace and will include the following methods: Observation, professional discussion, questioning, and projects and assignments.

Optional Units

- UNIT 5 (Unit C1) Encourage innovation in your team
- UNIT 6 (Unit D5) Allocate and check work in your team
- UNIT 7 (Unit D7) Provide learning opportunities for colleagues
- UNIT 8 (Unit D8) Help team members address problems affecting their performance
- UNIT 9 (Unit D12) Participate in meetings
- UNIT 10 (Unit F5) Resolve customer service problems
- UNIT 11 (Unit F7) Support customer service improvements