

Team Leader - NVQ Level 2

Accreditation Body: Institute of Leadership and Management

Introduction/Summary

This qualification is for anyone in a team leading or supervisory role and covers the activities which team leaders working at this level are expected to carry out. The topics covered range from the legalities of Health and Safety through to communication and leadership skills. The qualification has not been created for any particular industry and can be taken by learners across all industry sectors.

Qualification

To gain this qualification you must be in a team leading or supervisory role and must have at least one person reporting to you. It covers how you work with your team members including providing direction, motivation and support for your team. The course will also look at the learners own personal resources and take the learner through how to assess their knowledge, understanding, skills and performance against their agreed work objectives.

There are four mandatory and two optional units needed to gain the full award.

Mandatory Units

- Manage your own resources
- Provide leadership for your team
- Develop productive working relationships with colleagues
- Ensure your own actions reduce risks to health and safety

Optional Units

- Allocate and check work in your team
- Encourage innovation in your team
- Provide learning opportunities for your colleagues
- Resolve customer service problems
- Support customer service improvements

The Funding

To qualify for full funding for this course the candidates must meet the following criteria:

1. Aged 19 or above
2. To have been EMPLOYED by the company for more than 4 months
3. To have been a resident of the UK for more than 3 years

4. Must not already hold a level 2 qualification (this is the equivalent to 5 GCSE's of grade C and above)
5. A prior funding claim for this candidate must not have been received by the Learning and Skills Council.

Requirements

1. The learner must have a team to lead. They need to have direct line management responsibility for at least one member of staff!
2. An appraisal system recording development requirements and providing feedback on performance should be in place within the company and the learner would need a copy of their appraisal
3. The learner should be in a position whereby they assess the performance of their team members
4. The learner should be involved in the allocation of work within their team
5. The learner must be willing to develop their team leader skills and be committed to gaining the award
6. The learner must have access to written policies on performance, grievance, supervision, development and health and safety
7. The learner must have a named manager to whom we can refer if there are any problems or queries. This manager must be fully supportive of the learner gaining the award and provide the necessary support and time to complete it.
8. The learner will need access to company headed paper

It would also benefit the learner if they had access to emails and if another member of staff was also undertaking the same NVQ.

Day One "Shopping List"

On day one it will be necessary for the learners to bring the following evidence with them to assist in the building of their portfolios.

Individuals Information:

- Job Description
- Curriculum Vitae
- Training Records or Copies of Certificates
- Copy of most up to date appraisal
- Copy of personal development plan if available

Company Information:

- Company Mission Statement
- Copies of Discipline/Grievance Policies
- Copy of Company Health and Safety Policy
- Company Structure or Organisation Chart
- Copy of Company Diversity Statement

The learner may need assistance in compiling this and where more than one learner from your organisation is attending the Team Leader course each one will need a separate copy of the above.