

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

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

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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 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.

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