

# TQUK Level 2 Diploma in Team Leading

Qualification name	TQUK Level 2 Diploma in Team Leading
Qualification type	QCF
Qualification number/ learning aim reference	601/4940/1
Credit	40
Guided learning hours	201-259
Minimum age	16
Price	£999.00
Availability	England, Wales and Northern Ireland
What are the primary and other purposes /outcomes?	The primary outcome of the qualification is to confirm occupational competence in a specific role. The purpose of the qualification is to develop the skills and knowledge required by team leaders, section leaders, floor managers, help desk managers, trainee supervisors, team co-ordinators or other team leader positions.
Who is it for?	The qualification may be suitable for you if you are in paid or voluntary employment and have the opportunity to develop the knowledge and skills required by a team leader. Tasks undertaken in these job roles may include planning, allocating and monitoring the work of the team, giving feedback, briefing teams, supporting team members, managing conflict, resolving problems, obtaining supplies, project management, agreeing budgets and managing and improving customer service. There are no specific entry requirements however you should have a minimum of level one in literacy and numeracy or equivalent
What is included in the qualification?	The qualification will develop your knowledge and skills through mandatory and optional units. The mandatory units cover how to manage personal performance and development, communicate workrelated information, lead and manage a team underpinned by principles of team leading and an understanding of business. A range of optional units are available covering areas such as team performance, equality and diversity, managing conflict, presentation skills and resolving customer complaints. All of the learning is vocational.
What could the qualification lead to?	Once you have achieved this qualification you could progress to further qualifications such as: Level 3 Diploma in Management (QCF) Level 3 Diploma in Customer Service (QCF) Level 3 Diploma in Business Administration (QCF) or other management or business related qualifications. The qualification leads to a wide range of job roles at supervisory/team leader levels in a range of sectors a section leader, team leader, floor manager, helpdesk manager, trainee supervisor or team coordinator. The Level 2 Diploma in Team Leading may be suitable for you and your employer if you able to work at Level 1. If you are working at Level 2, and intend to develop the skills required to work as a section manager, first line manager, assistant manager, trainee manager or senior supervisor, the Level 3 Diploma in Management may be more suitable
Structure/ rule of combination	To achieve the TQUK Level 2 Diploma in Team Leading (QCF), you must achieve a minimum of 40 credits: 22 credits from the mandatory units and a minimum of 18 credits from the optional units.
Type of assessment	Portfolio of evidence including observation in the workplace and evidence of assessment of knowledge and understanding You must achieve all learning outcomes achieve a Pass - there is no grading

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**QUALIFICATION SPECIFICATION**

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