

# Level 2 NVQ in Team Leading

The Qualification structure below specifies the combination of units that need to be achieved for the individual to be awarded the qualification.

**Qualification Title: L2 NVQ Diploma in Team Leading**

**Minimum Credit Value: 40**

The learner must achieve a minimum of 40 credits. 22 credits from the Mandatory Group and a minimum of 12 credits from Optional Group A. A maximum of 6 credits can be achieved from Optional Group B.

**Mandatory Units** - The learner must achieve 22 credits from the 5 units in this Mandatory Group.

**Optional Group A** - The learner must achieve a minimum of 12 credits in this Optional Group.

**Optional Group B** - The learner must achieve a maximum of 6 credits in this Optional Group.

## Mandatory Units

Credit Value : **22** | Units Required: **5**

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

## Optional Units

Credit Value : **18** | Units Required: **5**

Title	Credits	Level
Group A - Promote equality, diversity and inclusion in the workplace	3	3
Group A - Procure products and/or services	5	3
Group A - Principles of equality and diversity in the workplace	2	2
Group A - Participate in a project	3	3
Group A - Manage team performance	4	3
Group A - Manage individuals' performance	4	3
Group A - Manage conflict within a team	5	3

Title	Credits	Level
Group A - Encourage innovation	4	3
Group A - Develop working relationships with colleagues	3	2
Group A - Contribute to meetings in a business environment	3	2
Group A - Collaborate with other departments	3	3
Group A - Chair and lead meetings	3	3
Group B - Understand customers	2	2
Group B - Store and retrieve information	4	2
Group B - Resolve customers' complaints	4	3
Group B - Resolve customer service problems	5	2
Group B - Negotiate in a business environment	4	3
Group B - Health and Safety Procedures in the Workplace	2	2
Group B - Handle mail	3	2
Group B - Employee rights and responsibilities	2	2
Group B - Develop a presentation	3	3
Group B - Deliver customer service	5	2
Group B - Deliver a presentation	3	3