

Learner Information

CMI Level 2 Diploma in Team Leading (QCF)

601/3795/2



ABOUT THIS QUALIFICATION

This qualification is a new “combined” qualification that incorporates aspects of a Vocationally Related Qualification (VRQ) and a National Vocational Qualification (NVQ). This qualification allows you to undertake both knowledge based learning, and on the job competence based learning.

The qualification is accredited on to the Qualifications and Credit Framework (QCF) and is regulated by Ofqual in England, Wales and Northern Ireland.

Upon successful completion of this qualification, you will have achieved 40 QCF credits.

It is expected that you will undertake 201-259 hours of Guided Learning, which could include teacher supervised or directed study time, over a maximum of three years.

This qualification can be undertaken as part of the Intermediate Level Apprenticeship, together with Transferable/Functional Skills, Employer Rights and Responsibilities and Personal Learning and Thinking Skills (PLTS). For more information please see [here](#).

You are, however, able to complete this qualification as a standalone qualification outside of the apprenticeship framework, for example in the event that you wish to update your competences only. This qualification will cover the same topics (see below) and be assessed in the same way, to validate and develop your skills as a team leader.

WHAT DOES THIS QUALIFICATION COVER?

By undertaking this qualification, you will be developing your planning, problem-solving and decision-making skills and gaining the knowledge and confidence to lead, organise and motivate a team.

There are five mandatory units consisting of a total of 22 Credits to complete, and these units cover how to manage your personal development and performance, lead and manage a team, communicate work-related information, and develop an awareness of key principles of business. You will then be required to select an additional 18 credits from optional unit groups B and C.

Mandatory Group A

- Manage personal performance and development
- Communicate work-related information
- Lead and manage a team
- Principles of team leading
- Understand business

Optional Group B

- Develop working relationships with colleagues
- Contribute to meetings in a business environment
- Principles of equality and diversity in the workplace
- Promote equality, diversity and inclusion in the workplace

- Manage team performance
- Manage individuals' performance
- Chair and lead meetings
- Encourage innovation
- Manage conflict within a team
- Procure products and/or services
- Collaborate with other departments
- Participate in a project

Optional Group C

- Health and Safety Procedures in the Workplace
- Store and retrieve information
- Handle mail
- Employee rights and responsibilities
- Deliver customer service
- Understand customers
- Resolve customer service problems
- Negotiate in a business environment
- Develop a presentation
- Deliver a presentation
- Resolve customers' complaints

Further information on this qualification can be found [here](#).

WHO CAN TAKE THIS QUALIFICATION?

This qualification is suitable for Learners from age 16 and who aspire to become a team leader.

There are no specific entry requirements for this qualification, but as a Learner you will be expected to be working within an organisation or role where you can demonstrate skills and competencies.

WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification is supported by Employers, who agree that it provides skills and knowledge for individuals entering the management sector in roles including, but not limited to:

- Team Leader
- Supervisor
- Floor Leader
- Team Coordinator
- Helpdesk Manager
- Trainee Supervisor

After completion of this qualification, you can also continue your learning and progress on to the following qualifications:

- CMI Level 3 Diploma in Management (QCF) - 601/3779/4
- Intermediate Level Apprenticeship
- CMI Level 3 Qualifications in First Line Management (QCF)

You may also wish to progress on to a similar qualification with another Awarding Organisation.

This is a standalone qualification, and not part of a suite of qualifications. There is no alternative at a smaller or larger size.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by Employers including Paragon, South Gloucestershire Council and Serco for the job roles specified above.

Chartered Management Institute (CMI) is a professional body – and the only chartered body - for management and leadership. Once registered for this qualification, you will automatically become a studying member, and upon completion will be eligible to become an Affiliate member.

There are no formal agreements for entry on to a Higher Education programme or course.