

Proposed learner name:	
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This qualification is aimed at individuals who have responsibility for the work of others, as they lead a team. It is suitable for people who are entering a management role, or who have the ability and the opportunity to demonstrate recognisable management and leadership skills, for example, providing leadership for a team, encouraging innovation, allocating and checking work.

This qualification recognises the skills and competences of candidates in the workplace and provides individuals with the opportunity to demonstrate the competences needed for a career as a team leader. The units encompass a broad range of competencies from the management and leadership sector.

The credit requirement for this qualification is 40. 22 credits from group A (Mandatory) all of which are at level 2. Minimum of 12 credits from the optional group B. Maximum 06 6 credits from optional group C. All credits must be at level 2.

Please answer all	Α		В		С		D	
questions								
	-	art of your		is ever	Is this ta	_	Will this	be part
	current	job?	been	part of	carried o	out	of your	
			your j		regularly	λ,	develop	
			(With	this or			the futu	re?
			any ot	:her				
			compa	any?)				
	Yes	No	Yes	No	yes	No	yes	No
Mandatory units, you n	nust achie	eve all of the	ese units	and a se	lection of	optional u	nits to cor	mplete
the qualification.								
Manage personal								
performance and								
development-								
Learning outcomes								
required:								
1.Be able to manage								
personal								
performance								
2. Be able to manage								
their own time and								
workload								
3. Be able to identify								
their own								
development needs								
4. Be able to fulfil a								
personal								
development plan								
Communicate work-								
related information-								
Learning outcomes								
required:								
1.Understand the								

,				
principals and				
techniques of work-				
related				
communication				
2.Be able to				
communicate work				
related information				
verbally				
3.Be able to				
communicate work-				
related information in				
writing				
Lead and manage a				
team-				
Learning outcomes				
required:				
1.Be able to engage				
and support team				
members				
2.Be able to manage				
team performance				
3. Be able to deal				
with problems within				
a team				
Principals of team				
leading-				
Learning outcomes				
required:				
1.Understand				
leadership styles in				
organisations				
2. Understand team				
dynamics				
3.Understand				
techniques used to				
manage the work of				
teams				
4. Understand the				
impact of change				
management within a				
team				
5. Understand team				
motivation				
Understand				
business-	1			
Learning outcomes				
required:				
1.Understand				
organisational				
structures				
2. Understand the				
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business environment  Understand the principals of business planning and finance within an organisation	
Understand the principals of business planning and finance within an	
principals of business planning and finance within an	
planning and finance within an	
within an	
organisation	
	l
4. Understand	
business reporting	
within an	
organisation	
5. Understand the	
principals of	
management	
responsibilities and	
accountabilities	
within an	
organisation	
Group B Optional units, minimum 12 credits to be achieved	
Develop working	
relationships with	
colleagues-	
Learning outcomes	
required:	
1.Understand the	
principals of effective	
team working	
2.Be able to maintain	
effective working	
relationships with	
colleagues	
3. Be able to	
collaborate with	
colleagues to solve	
problems	
Contribute to	
meetings in a	
business	
environment-	
Learning outcomes	
required:	
1.Be able to prepare	
for meetings	
2. Be able to	
participate in	
meetings	
3. Be able to carry	
out post-meeting	
activities	
Principals of equality	
and diversity in the	

workplace –				
Learning outcomes				
required:				
1.Understand the				
implications of				
equality legislation				
2.Understand				
organisational				
standards and				
expectations for				
equality and diversity				
context in the				
workplace				
Manage team				
performance-				
Learning outcomes				
required:				
1.Understand the				
management of team				
performance				
2.Be able to allocate				
and assure the				
quality of work				
3.Be able to manage				
communications				
within a team				
Manage individuals				
performance-				
Learning outcomes				
required:				
1.Understand the				
management of				
underperformance in				
the workplace				
2. Be able to manage				
individuals				
performance in the				
workplace				
Chair and lead				
meetings-				
Learning outcomes				
required:				
1.Be able to prepare				
to lead meetings				
2.Be able to chair and				
lead meetings				
3. Be able to deal				
with post-meeting				
matters				
Encourage				
innovation-				
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Learning outcomes		
required:		
1.Be able to identify		
opportunities for		
innovation		
2.Be able to generate		
and test ideas for		
innovation and		
improvement		
3. Be able to		
implement innovative		
ideas and		
improvement		
Manage conflict		
within a team-		
Learning outcomes		
required:		
1.Understand the		
principals of conflict		
management		
2.Be able to reduce		
the potential for		
conflict within a team		
3.Be able to deal with		
conflict within a team		
Procure products		
Procure products and/or services-		
and/or services-		
and/or services- Learning outcomes		
and/or services- Learning outcomes required:		
and/or services- Learning outcomes required: 1.Be able to identify		
and/or services- Learning outcomes required: 1.Be able to identify procurement		
and/or services- Learning outcomes required: 1.Be able to identify procurement requirements		
and/or services- Learning outcomes required: 1.Be able to identify procurement requirements 2.Be able to select		
and/or services- Learning outcomes required: 1.Be able to identify procurement requirements 2.Be able to select suppliers		
and/or services- Learning outcomes required: 1.Be able to identify procurement requirements 2.Be able to select suppliers 3. Be able to buy		
and/or services- Learning outcomes required: 1.Be able to identify procurement requirements 2.Be able to select suppliers 3. Be able to buy products and/or		
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and/or services- Learning outcomes required: 1.Be able to identify procurement requirements 2.Be able to select suppliers 3. Be able to buy products and/or services Collaborate with		
and/or services- Learning outcomes required: 1.Be able to identify procurement requirements 2.Be able to select suppliers 3. Be able to buy products and/or services  Collaborate with other departments-		
and/or services- Learning outcomes required: 1.Be able to identify procurement requirements 2.Be able to select suppliers 3. Be able to buy products and/or services  Collaborate with other departments- Learning outcomes		
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and/or services- Learning outcomes required: 1.Be able to identify procurement requirements 2.Be able to select suppliers 3. Be able to buy products and/or services  Collaborate with other departments- Learning outcomes required: 1.Understand how to		
and/or services- Learning outcomes required: 1.Be able to identify procurement requirements 2.Be able to select suppliers 3. Be able to buy products and/or services  Collaborate with other departments- Learning outcomes required: 1.Understand how to collaborate with		
and/or services- Learning outcomes required:  1.Be able to identify procurement requirements  2.Be able to select suppliers  3. Be able to buy products and/or services  Collaborate with other departments- Learning outcomes required:  1.Understand how to collaborate with other departments		
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and/or services- Learning outcomes required:  1.Be able to identify procurement requirements  2.Be able to select suppliers  3. Be able to buy products and/or services  Collaborate with other departments- Learning outcomes required:  1.Understand how to collaborate with other departments  2.Be able to identify opportunities for collaboration with other departments		

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Participate in a			
project-			
Learning outcomes			
required:			
1.Understand how to			
manage a project			
2.Be able to support			
the delivery of a			
project			
Optional group C units,	maximum of 6 credits	s allowed	
Health and Safety			
procedures in the			
workplace-			
Learning outcomes			
required:			
1.Know health and			
safety procedures in			
the workplace			
2.Be able carry out			
tasks with regard to			
health and safety in			
the workplace			
Store and retrieve			
information-			
Learning outcomes			
required:			
1.Understand			
information storage and retrieval			
2. Be able to gather and store information			
3. Be able to retrieve			
information			
Handle Mail-			
Learning outcomes			
required:			
1.Understand how to			
deal with mail			
2.Be able to deal with			
incoming mail			
3. Be able to deal			
with outgoing mail			
Employee rights and			
responsibilities-			
Learning outcomes			
required:			
1.Understand the			
role of organisations			
and industries			
2.Understand			
employers'			
' '		I.	1

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expectations and			
employees' rights and			
obligations			
Understand			
customer service			
delivery-			
Learning outcomes	ļ		
required:			
1.Understand	ļ		
customer service	ļ		
delivery	ļ		
2.Understand the	ļ		
relationship between	ļ		
customer service and	ļ		
a brand	ļ		
3. Be able to prepare	ļ		
to deal with			
customers	ļ		
4.Be able to provide			
customer service	ļ		
5. Be able to support	ļ		
improvements to	ļ		
customer service	ļ		
delivery			
Understand	ļ		
customers-	ļ		
Learning outcomes	ļ		
required:	ļ		
1.Understand	ļ		
different types of	ļ		
customers	ļ		
2.Understand the	ļ		
value of customers	ļ		
and their loyalty			
Resolve customer	ļ		
service problems-	ļ		
Learning outcomes	ļ		
required:	ļ		
1.Understand the	ļ		
resolution of	ļ		
customer service	ļ		
problems			
2. Be able to resolve			
customer service			
problems			
3. Be able to manage			
unresolved customer			
service problems			
Negotiate in a			
business			
environment-			

Learning outcomes		
required:		
1.Understand the		
principals of		
underpinning		
negotiation		
2. Be able to prepare		
for business		
negotiations		
3. Be able to carry		
out business		
negotiations		
Develop a		
presentation -		
Learning outcomes		
required:		
1.Understnad how to		
develop a		
presentation		
2.Be able to develop		
a presentation		
Deliver a		
presentation -		
Learning outcomes		
required:		
1.Understand the		
principals		
underpinning the		
delivery of		
presentations		
2. Be able to prepare		
to deliver a		
presentation		
3. Be able to deliver a		
presentation		
Resolve customers'		
complaints –		
Learning outcomes		
required:		
1.Understand the		
monitoring and		
resolution of		
customer complaints		
2.Be able to deal with		
customers'		
complaints		