

LEVEL 2 QUALIFICATIONS IN TEAM LEADING

OVERVIEW

Important Notes on New Format of Qualifications

1. This suite of qualifications has been designed in a unit-based format to satisfy customer preferences and in readiness for the developing UK and European credit frameworks. The content is specified in units, each of which has a title, a level, an ILM notional credit rating and a series of learning outcomes and associated assessment criteria.
2. Award and Certificate qualifications are specified in terms of the minimum total ILM notional credits required, and indicate the mandatory units with their respective credit values. Optional units may be selected to meet individual or sponsor's needs to reach the total minimum credits required for the qualification.
3. Note that one credit = approximately 10 notional learning hours (nit). This is defined as the average time it would take a learner to complete the unit. It includes guided learning hours, private study, practical and work-based learning, and assessment.
4. Whilst guidance is provided by indicating a recommended range of the guided learning hours required to deliver each unit, centres should recognise that there can be NO simple formula for the relationship between guided learning and notional learning hours; it is dependent upon the nature of the topic and also the level of the unit.
5. The purpose of each qualification is to enable learners to perform effectively to the level and scope of the qualification as appropriate. Therefore it is ESSENTIAL that the specified minimum number of GLH is provided by the centre for each qualification to fulfil this purpose.
6. The GLH for individual units is provided as guidance to centres in designing programmes. Where induction, tutorial support and selected units sum to less than the programme minimum GLH, this is an opportunity for centres to enrich, reinforce or add value to the programme to ensure the purpose is fulfilled. Alternatively the opportunity may be taken to provide an additional unit.
7. Whilst most learners are likely to opt for the added value associated with full qualifications, Certificates of Unit Credit are available for successful completion of individual units.

Aims and Objectives

The ILM Level 2 Award in Team Leading aims to give practising or potential team and cell leaders the foundation for their formal development in this role. The qualification does this by developing basic team leading skills and assisting participants in gaining the basic knowledge required at this level.

The ILM Level 2 Certificate in Team Leading aims to give practising or potential team leaders the foundation for their formal development in this role. The qualification does this by developing a wide range of team leading skills and assisting participants in gaining the comprehensive knowledge required by a team leader. This qualification builds on the ILM Level 2 Award in Team Leading and broadens the skills and knowledge in a flexible and practical way. Candidates are not required to undertake the Award as a pre-requisite and may join Certificate programmes directly.

Entry Requirements

There are no formal entry requirements, but participants will:

- normally be either practising or aspiring team leaders with the opportunity to meet the assessment demands
- have a background that will enable them to benefit from the programme - which is likely to be Level 1 Key Skills Literacy and Numeracy or their equivalent
- Centres may provide support to intending learners who do not have this level of literacy and numeracy.
- Learners who are sponsored by their employers and those without such sponsorship are equally eligible.

Team Leader Profile

The following profile is provided to assist Centres in advising and recruiting participants on to programmes of an appropriate level.

- Team leaders are best perceived as being part of a team; first and foremost they are practitioners or operators working alongside other team members. Being leaders of teams augments this role, but does not significantly affect their general responsibility to engage in the same or complementary job tasks as the other team members. Given that teams are likely to contain relatively small numbers of people (probably in the range 6 - 12), the team leader's span of control is quite small.
- The team leader role is distinct from that of the first line manager in its tendency to focus on the shorter term, on the day-to-day performance of the team and its members. This means a responsibility for allocating tasks between team members, for ensuring that individuals are supported in the performance of their job role, and that output conforms to the requirements of the organisation and its customers. Communication between the team and its managers is a significant part of the team leader role.
- Team leaders can be expected to be aware of the need to satisfy customer or supplier requirements as agreed by the organisation, and to be alert to these as they are notified to the team. Team leaders are expected to encourage team members to respond appropriately to these requirements within the parameters laid down by the organisation. They will have no power to amend standard practices but may have to decide on more complex decisions within tightly defined boundaries (eg whether a product meets the quality standards or a customer fits into a particular pricing category). This decision making primarily reflects the team leader's perceived superior technical competence or experience rather than being a managerial quality.

QUALIFICATION OVERVIEW

	Award	Certificate
Notional credit value	<ul style="list-style-type: none"> • Minimum 3 credits 	<ul style="list-style-type: none"> • Minimum 13 credits
Duration	<ul style="list-style-type: none"> • Minimum 22 Glh 	<ul style="list-style-type: none"> • Minimum 65 Glh
To be completed within	<ul style="list-style-type: none"> • One year 	<ul style="list-style-type: none"> • Two years
Induction	<ul style="list-style-type: none"> • One hour 	<ul style="list-style-type: none"> • 2 hours
Tutorial support	<ul style="list-style-type: none"> • At least one hour 	<ul style="list-style-type: none"> • At least 2 hours
Structure	<ul style="list-style-type: none"> • One mandatory unit with a credit value of 1 • Selected optional unit(s) with a minimum total credit value of 2 	<ul style="list-style-type: none"> • Three mandatory units with a combined credit value of 4 • Selected optional units with a minimum total credit value of 9
Assessment – mandatory units	<ul style="list-style-type: none"> • Reflective Review 	<ul style="list-style-type: none"> • Mini-project
Assessment – optional units*	<ul style="list-style-type: none"> • Reflective Reviews, or • Oral Briefings, or • Case Studies, or • Short Answer Questions or • Work-based Assignments • <i>Centre-devised alternatives</i> 	<ul style="list-style-type: none"> • Reflective Reviews, or • Oral Briefings, or • Case Studies, or • Short Answer Questions or • Work-based Assignments • <i>Centre-devised alternatives</i>

**Some of the assessment options will only be available as downloads from the ILM web-site.*

Delivery Options

- Delivery options may include fully-taught programmes, or blended programmes using a mix of workshops and/or tutorials together with online or text-based distance learning.
- There is NO requirement to deliver the programme in discrete units, provided that all learning outcomes for all selected units are covered by the complete programme. Thus programmes can be planned and scheduled to meet a range of circumstances.
- ILM recommends the inclusion of some element of collaborative learning as good practice, though this is not essential. This may be face-to-face or virtual.
- QMD Limited, in collaboration with ILM, has produced a second edition of Building Success which has been updated and presented in a single CD format covering all units.
- ILM also validates certain high quality externally produced products which can be used to support its qualifications. Look for the 'validated by ILM' logo, and see website for details.
- Where a centre wishes to use alternative distance learning products, the BM's approval must be gained.

STRUCTURE OF LEVEL 2 TEAM LEADING QUALIFICATIONS

Qualification	Credit Value★	Unit Details	Credit Value
Award	3	M2.01 Developing yourself as a team leader	1
		OPTIONAL UNITS to the value of . . .	2
		TOTAL	3
Certificate	13	M2.01 Developing yourself as a team leader	1
		M2.02 Motivating the work team to perform	1
		M2.03 Planning and monitoring work	2
		OPTIONAL UNITS to the value of . . .	9
		TOTAL	13

★Credit – One credit is equivalent to 10 hours of NLT

LIST OF LEVEL 2 TEAM LEADING UNITS

(M = mandatory unit)

Ref	Unit Title	Glh Mid pt	Glh range*	Notional Credit Value	Award	Certificate
M2.01	Developing yourself as a team leader	6	5 - 7	1	M	M
M2.02	Motivating the work team to perform	6	5 - 7	1		M
M2.03	Planning and monitoring work	8	7 - 9	2		M
M2.04	Developing the work team	6	5 - 7	1		
M2.05	Induction and coaching in the workplace	8	7 - 9	2		
M2.06	Leading the work team lawfully	6	5 - 7	1		
M2.07	Fulfilling customer requirements	9	8 - 10	2		
M2.08	Providing quality to customers	6	5 - 7	1		
M2.09	Using information to solve problems	5	4 - 6	1		
M2.10	Dealing with change in the workplace	8	7 - 9	2		
M2.11	Maintaining a healthy and safe work environment	9	8 - 10	2		
M2.12	Diversity in the workplace	6	5 - 7	1		
M2.13	Using resources efficiently in the workplace	7	6 - 8	1		
M2.14	Communicating with people outside the work team	6	5 - 7	1		
M2.15	Briefing the work team	6	5 - 7	1		
M2.16	Workplace communication	5	4 - 6	1		
M2.17	Workplace information systems	6	5 - 7	1		
M2.18	Business improvement techniques	12	11 - 13	2		
M2.19	Leading your work team	8	7 - 9	2		
M2.20	Managing yourself	5	4 - 6	1		
M2.21	Enterprise awareness	24	21 - 27	3		
M2.22	Dealing with customers lawfully	4	3 - 5	1		

* This is the recommended range of guided learning hours for delivery of this unit.