8002

ILM Level 2 Certificate in Team Leading

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Who is this qualification for?

This qualification is designed for new and aspiring team leaders. It gives an in-depth introduction to the role and responsibilities of a team leader.

Benefits for individuals

- The core skills to lead a team successfully
- Motivation techniques to get the best from people
- The confidence to tackle difficult issues, like underperformance
- Tools to develop as a leader.

Benefits for employers

- Team leaders equipped with the skills they need to perform
- Staff who are competent to manage people and relationships
- Better communication and collaboration in teams
- Incentivise your staff to develop their potential.

The qualification consists of three mandatory units covering the core skills needed to lead a team. Learners look at how to plan, allocate and monitor work; plus gain tools and techniques to develop as a leader and get the most from their team. Then learners complete the Certificate with optional units which cover everything from communication skills to business improvement techniques.

Progression

Successful learners may progress to a range of qualifications including the following:

- ILM Level 3 Award or Certificate in Leadership and Management
- ILM Level 3 Certificate in Principles of Leadership and Management.

Qualification overview

Qualification title and number	Credit value	Structure
ILM Level 2 Certificate in Team Leading 601/3781/2	Minimum 15 credits and maximum of 36 credits	▸ At least one hour induction ▸ Minimum two hours tutorial support ▸ Minimum of 4 credits from Group 1 ▸ Minimum 11 credits from Groups 2 and/or 3 ▸ No more than 7 credits from Group 3

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2 c

Rules of combination

▸ Minimum 4 credits from Group 1
▸ Minimum of 11 credits from Groups 2 and/or 3
▸ No more than 7 credits from Group 3.

Overview of units

Group 1

Reference	Unit title	Level	CV*	GLH**
8002-250	Developing Yourself as a Team Leader	2	1	6
8002-251	Improving Performance of the Work Team	2	1	6
8002-252	Planning and Monitoring Work	2	2	8

Group 2

Reference	Unit title	Level	CV*	GLH**
8002-259	Understanding Change in the Workplace	2	2	8
8002-253	Developing the Work Team	2	1	6
8002-268	Leading Your Work Team	2	2	6
8002-260	Maintaining a Healthy and Safe Working Environment	2	1	8
8002-263	Communicating with People Outside the Work Team	2	1	6
8002-254	Induction and Coaching in the Workplace	2	2	8
8002-269	Managing Yourself	2	1	4
8002-261	Diversity in the Workplace	2	1	6
8002-264	Briefing the Work Team	2	1	6
8002-275	Satisfying Customer Requirements	2	1	3
8002-270	Enterprise Awareness	2	3	18
8002-274	Methods of Communicating in the Workplace	2	1	3
8002-262	Using Resources Effectively and Efficiently in the Workplace	2	1	7
8002-265	Workplace Communication	2	1	5
8002-276	Understanding Effective Team Working	2	1	3
8002-257	Providing Quality to Customers	2	1	6
8002-271	Working with Customers Legally	2	1	5
8002-266	Workplace Records and Information Systems	2	1	5
8002-277	Building an Awareness of Waste Management	2	2	9
8002-258	Using Information to Solve Problems	2	1	5
8002-273	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3
8002-267	Business Improvement Techniques	2	2	10
8002-280	Understanding the Implications of Working in an Enterprise	2	3	6
8002-279	Understanding Sales in the Workplace	2	2	7
8002-256	Working Within Organisational and Legal Guidelines	2	1	6
8002-255	Meeting Customer Needs	2	2	6
8002-272	Setting Team Objectives in the Workplace	2	2	6

Group 3

Reference	Unit title	Level	CV*	GLH**
8002–300	Solving Problems and Making Decisions	3	2	9
8002–301	Understanding Innovation and Change in an Organisation	3	2	9
8002–307	Giving Briefings and Making Presentations	3	2	4
8002–308	Understanding Leadership	3	2	6
8002–312	Understanding Conflict Management in the Workplace	3	1	4
8002–313	Understanding Stress Management in the Workplace	3	1	7
8002–314	Understanding Discipline in the Workplace	3	1	5
8002–316	Understanding the Induction of New Staff in the Workplace	3	1	3
8002–317	Understanding Training and Coaching in the Workplace	3	2	7
8002–320	Managing Workplace Projects	3	2	7
8002–322	Understand the Organisation and its Context	3	2	7
8002–327	Understanding Negotiation and Networking in the Workplace	3	1	6
8002–337	Understanding Security Measures in the Workplace	3	2	7
8002–339	Understanding Good Practice in Workplace Coaching	3	3	9
8002–380	Undertaking Coaching in the Workplace	3	4	6

*Credit value. **Guided learning hours.

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2
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Learning resources

There is a range of materials available to support ILM qualifications through our online portal, Walled Garden, and the ILM website. Contact us to find out more.

ILM membership

ILM membership brings access to a wide range of online resources, news and information that have been specially selected to support management learning and development. It's the ideal way to help learners get the most from their ILM programme and support their management career. Visit **www.i-l-m.com/members** for more information.

Our ethos

Our qualifications combine innovative design with a strong focus on workplace performance, we believe this delivers well-rounded managers with a proven ability to perform to the required standards.

Contact ILM

The ILM Customer Service Team is dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.
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