

Introductory Certificate in Team Leading

AT LEVEL 2

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Level 2 Introductory Certificate in Team Leading

Overview

This qualification provides an introduction to the Chartered Management Institute's Level 2 Certificate in Team Leading. This certificate is intended for people who are considering a move into a role as team leader or those who are new to such a role.

Aims

To help you learn, in your capacity as a team leader or aspiring team leader, about:

- developing yourself
- identifying your customers
- organising and communicating information
- planning, allocating work and monitoring progress
- working effectively with your team, your manager and others
- the basic concepts of quality and health & safety

Prior learning

There are no specific entry requirements for this qualification. However, candidates should, as far as possible, satisfy the prior learning guidelines for the Institute's Level 2 Certificate in Team Leading; this is to enable progression, should the candidate wish to do so.

Overlap with NVQs/SVQs

This award overlaps with the Level 2 NVQ/SVQ in Team Leading, in as much as it covers some of the knowledge and understanding requirements of the National Occupational Standards for all of the core units of the Level 2 NVQ/SVQ in Team Leading.

Assessment

You will be assessed by means of an assignment set and marked by the Institute. This assignment is designed to test candidates' knowledge and understanding of the whole qualification. The specified learning outcomes are embodied in the questions asked in the assignment. To achieve this Introductory qualification, candidates must meet all of the learning outcomes. If one or more of the learning outcomes are not met, the assignment will be 'referred' and guidance will be given by the external assessor on the additional work required.

Any material you generate as part of this qualification may be counted as evidence towards the Chartered Management Institute Level 2 Certificate in Team Leading or the Level 2 NVQ/SVQ in Team Leading if you wish, subsequently, to progress to either of these qualifications (as long as the evidence is no more than three years old at the point of submitting for assessment).

Guided Learning Hours

These are used as a notional measure of the substance of a qualification, and help Centres determine what teaching and learning resources are going to be needed to support candidates. They are based on an estimate of the time that might actually be spent by the candidate being taught or instructed, as well as time candidates spend on structured learning such as directed assignments, assessments on the job or supported individual study or practice. They do not include learner initiated private study.

There are 30 Guided Learning Hours for the Level 2 Introductory Certificate in Team Leading.

Definition of some of the words and phrases used in this booklet

Overview	-	tells you broadly what the syllabus covers
Aims	-	state what you should learn from the qualification
Syllabus content	-	shows the topics which are covered in this syllabus
Learning outcomes	-	show what you should know and understand after you have completed the qualification

Note that you will be **assessed** on these learning outcomes.

Suggested reading

Due to potential frequency of change, all our suggested reading lists can now be found on our website, www.managers.org.uk, within the qualifications section.

Syllabus content

Developing yourself:

Understanding:

- what is meant by 'team leading' and what skills and knowledge are required by an effective team leader
- how a new team leader can establish credibility with the team
- who can help you identify the skills and knowledge you need to develop
- the importance of effective objectives
- the importance of planning your own work and time

Customers and the market place:

Understanding:

- who is a 'customer'
- the market place within which you operate

Information and communication:

Understanding:

- the need for clear, relevant, accurate and timely information
- the communication process
- the types of information required by a team leader, by the team and others
- the importance of regular communication with your own manager
- the main methods of organising, storing and retrieving information
- the main methods of communicating information and when they should be used, including via team briefings

Planning and allocating work to the team:

Understanding:

- the importance of checking and confirming instructions from your own manager
- the main principles of effective planning and work allocation
- health & safety issues and your role and responsibilities as a team leader
- the need to work with your own manager to identify the resources required to operate effectively
- the need to maintain the quality of your team's work
- the main legal requirements relating to health & safety
- the importance of giving effective feedback to your team members on their work
- the importance of monitoring plans and resources to ensure that objectives are successfully achieved

Working with others:

Understanding:

- how good working relationships can be encouraged with your team, your manager and others outside the team
- the importance of giving feedback to team members and coaching them
- the importance of respect, trust and confidentiality

Learning outcomes

On completion of this qualification you will know how to:

1. Prepare and carry out a development plan for yourself, working with others.
2. Check and confirm instructions from your own manager.
3. Organise and communicate information effectively.
4. Identify resources required, prepare a plan (taking due account of any relevant major legal issues), allocate work and monitor progress.
5. Establish good working relationships with others.
6. Assist team members through giving feedback and coaching.

You will be expected to demonstrate an understanding of quality and of health & safety in your answers.