

## Level 2 Certificate in Principles of Team Leading

Location	Offsite
Course Type	Adult
Department	Human Resources
Start Date	Tuesday 1st August 2023
Duration	Part-time, 1 Year
Time	00:00 - 00:00
Fee	£ 362.00 You may be eligible for support with your tuition fees - please visit the college website - funding and finance page for further information
Course Code	XPQ-DL2C-1005

## Course Overview

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This qualification is designed for learners who want the knowledge and understanding required to successfully lead a team.

This self-learning course has been developed to fit around you and your lifestyle.

Assignments can be completed online or in a workbook format.

You will be assigned a tutor who will be available to offer guidance and support through your learning journey.

## Course Requirements

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Aged 19+

Lived in the UK for 3 years

PLEASE NOTE: YOU CAN ONLY ACCESS THE COURSE BY USING A LAPTOP, DESKTOP OR TABLET, AS BOTH THE INFORMATION BOOKLET AND QUESTIONS ARE ACCESSED ONLINE. MOBILE PHONES ARE NOT SUITABLE FOR THE PLATFORM.

## What You Will Learn

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While completing this qualification, you will develop the knowledge, understanding and essential skills employers look for in employees.

These range from familiar key skills, such as team working, independent learning and problem solving, to more tricky-to-measure skills, such as:

- an appreciation for appropriate behaviour and dress
- appropriate interpersonal skills
- communicating with professional colleagues/peers and/or hierarchical seniors
- supporting other aspiring employees
- personal manners and deportment
- understanding work practices and how different roles and departments function within an organisation

### Objectives

Develop a knowledge of the principles of team leading

Develop an understanding of business

Develop the knowledge needed to support communication with a range of stakeholders at different levels.

## Assessment

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Assignments can be completed online or in a workbook format.

## Progression

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Upon successful completion of the course students may progress to one of the flexible learning courses below:

Level 2 Certificate in Principles of Customer Service

Level 2 Certificate in Principles of Business Administration

Level 2 Certificate in Understanding Business Improvement Techniques

Level 2 Certificate in Lean Organisation Management Techniques

Level 2 Certificate in Information, Advice or Guidance

Level 2 Certificate in Understanding Safeguarding and Prevent

Level 2 Certificate in Awareness of Mental Health Problems

# Career Options

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Completing a Level 2 Certificate in Principles of Team Leading provides a foundation for entry-level positions in team leadership and management. This qualification equips you with essential skills and knowledge for supervisory roles. Here are some potential career options after completing this course:

**Team Leader or Supervisor:** With this qualification, you can pursue roles as a team leader or supervisor in various industries. This may involve overseeing a team's day-to-day activities, coordinating tasks, and ensuring that team members are working effectively toward organizational goals.

**Retail Supervisor:** In the retail sector, you could work as a supervisor responsible for managing a team of sales associates, ensuring customer satisfaction, and maintaining operational efficiency.

**Customer Service Supervisor:** Become a supervisor in a customer service department, overseeing a team of representatives. Your role may involve monitoring service quality, handling escalated customer issues, and providing guidance to team members.

**Administrative Supervisor:** In office environments, you could take on a supervisory role overseeing administrative staff. This may include tasks such as coordinating office activities, managing schedules, and ensuring efficient workflow.

**Warehouse Supervisor:** Work in logistics and supply chain management as a warehouse supervisor. Responsibilities may include overseeing inventory, coordinating shipments, and managing a team of warehouse associates.

**Healthcare Team Leader:** In healthcare settings, you might lead a team of support staff or coordinate the activities of a specific department. This could include roles in hospitals, clinics, or long-term care facilities.

**Hospitality Team Leader:** Within the hospitality industry, you could become a team leader in a hotel, restaurant, or catering business. Responsibilities may include managing staff, ensuring customer satisfaction, and overseeing daily operations.

**Call Centre Supervisor:** Work in a call centre environment, supervising a team of customer service representatives. Your role would involve monitoring call quality, providing feedback, and ensuring the team meets performance targets.

**Manufacturing Supervisor:** In manufacturing settings, you could oversee a team of production workers, ensuring that manufacturing processes are efficient, quality standards are met, and safety protocols are followed.

**Social Care Team Leader:** In the social care sector, you might lead a team providing support services to individuals in need. This could include roles in residential care, community services, or social work.

It's important to note that while the Level 2 Certificate in Principles of Team Leading provides a solid foundation, gaining practical experience and continuing education in team leadership or management may be beneficial for career progression. Additionally, networking, seeking mentorship, and demonstrating leadership skills in your roles can contribute to long-term career success.

## Mandatory Units

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You will achieve a total of 8 units;

Principles of team leading

Understand business

Understand how to communicate work-related information

Understand how to deliver customer service and resolve problems

Understand how to develop working relationships with colleagues

Introduction to coaching

Introduction to mentoring

Understand personal development

## Contact Details

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For further information please contact T: 0161 886 7070 or E: [info@trafford.ac.uk](mailto:info@trafford.ac.uk)

## Disclaimer

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Although every care has been taken to ensure that the information contained within this document is accurate, there may be changes to this programme and provision. We will endeavour to keep prospective and current students updated where appropriate and when the information becomes available.