

## NVQ 2 TEAM LEADING



### Course Objectives

- To assist participants in building on personal strengths and focus training and development on the areas in which personal development is required by the Team Leader
- To develop basic Team Leading Skills within the natural work environment
- To recognise the competencies and skills required by the Team Leader in leading the Team

### Course Content

After induction on to the programme candidates will be required to study the following units:

#### Mandatory

- A1 Manage your own resources
- B5 Provide Leadership for your Team
- D1 Develop productive working relationships with colleagues
- E3 Ensure your own actions reduce risks to Health and Safety

In addition the candidate must select two of the following units to complete the qualification

#### Optional

- C1 Encourage innovation in your team
- D5 Allocate and check work in your team
- D7 Provide learning opportunities for colleagues
- F5 Resolve customer service problems
- F7 Support customer service improvements

### Designed For

Practising and aspiring Team Leaders/Supervisors who have received no recognised management training to date who can evidence the key responsibilities within their own job role

### Assessment

The candidate builds a portfolio of in-company documentation to evidence competency. An Assessor validates candidate evidence on site

### Benefits to the company

The candidates will take ownership of own job role, understand where they fit into the organisational structure and improve personal performance of managing their teams

### Location:

Employers premises

### Duration:

6 – 9 months  
dependent on the  
candidate