



ETCAL Level 2 Diploma in Team Leading
601/8318/4
Assessment Guide

Introduction

ETA qualifications are developed in conjunction with the industries and employers they service. They are designed to add value and deliver multidimensional outputs that provide impact for both learners and employers.

It is therefore important that the assessment requirements of ETA qualifications are robust whilst not containing unnecessary and over-burdensome challenges that detract from the intended outcomes and impact.

Who is the qualification for?

This qualification has been designed to cover those learners who wish to:

- Progress into employment within a management capacity
- Improve performance within current employment
- Progress into a level 3 qualification

Learner entry requirements

There are no formal entry requirements for learners undertaking this qualification. However, centres must ensure that learners have the potential and opportunity to gain the qualification successfully.

Age restrictions

This qualification is not approved for use by learners under the age of 16, and ETA cannot accept any registrations for learners in this age group.

What does the qualification cover?

Mandatory units cover those areas which have a common approach such as organisational safety requirements, team working and using technical information. There is 1 optional pathway offering a choice of units applicable to individual workplaces and working environments.

Unit Endorsement

These units are endorsed by the Sector Skills Council for Science, Engineering and Manufacturing Technologies (SEMTEA).

Centre & Qualification Approval

Centres wishing to offer the qualification will need to gain ETA's approval to do so. Current ETA centres can do this via Quartz Web. For non ETA Centres to gain approval to run the qualification please provide your details via <http://quartz.etawards/quartz-system.com> and the ETA team will start the process of approval.

Resource Requirements

Assessors

Assessment must be carried out by competent assessors who hold, or are working towards, a current assessor qualification. They will be expected to regularly review their skills, knowledge and understanding and, where applicable, undertake continuing professional development to ensure that they are carrying out workplace assessment to the most up to date national occupational standards. Assessors must be able to demonstrate that they have relevant and sufficient technical competence to evaluate and judge performance and knowledge evidence of this qualification, the units being taken and the associated assessment criteria. This will be demonstrated either by holding a relevant technical qualification or by proven experience in the learner's industry. The assessor's competence must, at the very least, be at the same level as that required of the learner in the assessment so that they are able to demonstrate the skills needed.

Internal Quality Assurance Advisors

Internal quality assurance (IQA) must be carried out by competent quality assurers who should hold or be working towards, a current internal quality assurance qualification. They will be expected to regularly review their skills, knowledge and understanding and, where applicable, undertake continuing professional development to ensure that they are carrying out workplace assessment to the most up to date national occupational standards. Persons carrying out the role of internal quality assurance will also be expected to be fully conversant with the ETA requirements for IQA in centres. These are detailed in the centre manual. IQAAs must be able to demonstrate that they have relevant and sufficient technical competence to understand performance and knowledge evidence of this qualification, the units being taken and the associated assessment criteria. This will be demonstrated either by holding a relevant technical qualification or by proven experience in the learner's industry. The IQAA's competence must be sufficient to recognise what constitutes acceptable performance, knowledge and understanding as required by this qualification.

External Quality Assurance Advisors

ETA will appoint an appropriately qualified person to provide advice and guidance to the centre team and act as their external quality assurance advisor (EQAA). External quality assurance (EQA) must be carried out by competent quality assurers who should hold, or be working towards, a current external quality assurance qualification. They will be expected to regularly review their skills, knowledge and understanding and where applicable undertake continuing professional development to ensure that they are carrying out workplace assessment to the most up to date national occupational standards. EQAAs must be able to demonstrate that they have relevant and sufficient technical competence to recognise performance and knowledge evidence of this qualification as required by the units being taken and the associated assessment criteria.

Assessment environment

The evidence of a learner's competence, knowledge and understanding for this qualification can only be regarded as valid, reliable, sufficient and authentic if demonstrated in a real working environment.

Qualification Structure

| | | |
|---------------------------------|--|-------------------------|
| Qualification Number | | 601/8318/4 |
| Title | | Diploma in Team Leading |
| Unit Level | | Level 2 |
| Guided Learning Hours | | 230 |
| Total Qualification Time | | 300 |
| Unit Credit Value | | 40 |
| Unit Grading Structure | | Pass |

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| Unit Number | Unit Title | Unit Credit Value/GLH | Unit QCF Number |
|--|--|-----------------------|-----------------|
| Mandatory units: All five units must be completed | | | |
| TL2.01 | Manage Personal Performance and Development | 4 | A/507/9347 |
| TL2.02 | Communicate Work-Related Information | 4 | F/507/9348 |
| TL2.03 | Lead and Manage a Team | 5 | J/507/9349 |
| TL2.04 | Principles of Team Leading | 5 | A/507/9350 |
| TL2.05 | Understanding Business | 4 | F/507/9351 |
| Pathways: | | | |
| Team Leading: Learners must achieve a minimum of 18 credits from this group | | | |
| TL2.06 | Manage Individuals' Performance | 4 | D/507/9356 |
| TL2.07 | Chair and Lead Meeting | 3 | H/507/9357 |
| TL2.08 | Procure Products and/or Services | 5 | H/507/9360 |
| TL2.09 | Develop Working Relationships with Colleagues | 3 | J/507/9352 |
| TL2.10 | Encourage Innovation | 3 | K/507/9358 |
| TL2.11 | Contribute to Meetings in a Business Environment | 3 | L/507/9353 |
| TL2.12 | Manage Conflict in a Team | 5 | M/507/9359 |
| TL2.13 | Promote Equality, Diversity and Inclusion in the Workplace | 3 | R/507/9354 |
| TL2.14 | Manage Team Performance | 4 | Y/507/9355 |
| TL2.15 | Collaborate with other Departments | 3 | K/507/9361 |
| TL2.16 | Participate in a Project | 3 | M/507/9362 |
| TL2.17 | Principles of Equality and Diversity in the Workplace | 2 | K/507/0137 |
| General Units: Learners can only achieve a maximum of 6 credits from this group | | | |
| TL2.18 | Handle Mail | 3 | K/507/9389 |
| TL2.19 | Employee Rights and Responsibilities | 2 | D/507/9390 |
| TL2.20 | Deliver Customer Service | 5 | H/507/9391 |
| TL2.21 | Understand Customers | 2 | K/507/9392 |
| TL2.22 | Resolve Customer Service Problems | 5 | K/507/9408 |
| TL2.23 | Negotiate in a Business Environment | 4 | M/507/9409 |
| TL2.24 | Develop a Presentation | 3 | H/507/9410 |
| TL2.25 | Deliver a Presentation | 3 | K/507/9411 |
| TL2.26 | Resolve Customers' Complaints | 4 | M/507/9417 |
| TL2.27 | Store and Retrieve Information | 4 | H/507/9388 |
| TL2.28 | Health and Safety Procedures in the Workplace | 2 | M/507/0138 |