



ETCAL Level 2 Diploma in Team Leading
601/8318/4
Structure

Qualification aim

The Level 2 Diploma in Team Leading allows learners to develop the knowledge, competence and skills expected of an efficient and effective a team leader. The diploma seeks to enhance intra-team communications and/or provide enhanced career prospects within a learner's organisation or new employment through its self-development capabilities.

Qualification introduction

The units within this Level 2 Diploma encompass a broad range of competencies from the business administration sector allowing you to personalise and contextualise the qualification to your own/prospective role.

Assessment

The assessment criteria determine the standard required to achieve each unit and allow for a variety of assessment methods to be used as appropriate to the environment the qualification is delivered in. There is no examined assessment element in this qualification.

Achievement

Learners must achieve a minimum of 40 credits to gain the qualification. 22 credits must be achieved by completing the 5 mandatory units and the remaining credits achieved by completing the required optional units from the suite of Pathways.

Qualification Number		601/8318/4
Qualification Framework		RQF
Title		ETCAL Level 2 Diploma in Team Leading
Qualification Level		Level 2
Total Qualification Time		300 TQT
Guided Learning Hours		230 GLH
Qualification Credit Value		40 Credits
Qualification Grading Structure		Pass / Fail

Unit Title	Mandatory/Optional	GLH	TQT	Credit Value	Grading
Mandatory units: All five must be completed					
Manage Personal Performance and Development	M			4	Pass/Fail
Communicate Work-Related Information	M			4	Pass/Fail
Lead and Manage a Team	M			5	Pass/Fail
Principles of Team Leading	M			5	Pass/Fail
Understanding Business	M			4	Pass/Fail
Team Leading: Learners must achieve a minimum of 18 credits from this group					
Manage Individuals' Performance	O			4	Pass/Fail
Chair and Lead Meeting	O			3	Pass/Fail
Procure Products and/or Services	O			5	Pass/Fail
Develop Working Relationships with Colleagues	O			3	Pass/Fail
Encourage Innovation	O			3	Pass/Fail
Contribute to Meetings in a Business Environment	O			3	Pass/Fail
Manage Conflict in a Team	O			5	Pass/Fail
Promote Equality, Diversity and Inclusion in the Workplace	O			3	Pass/Fail
Manage Team Performance	O			4	Pass/Fail
Collaborate with other Departments	O			3	Pass/Fail
Participate in a Project	O			3	Pass/Fail
Principles of Equality and Diversity in the Workplace	O			2	Pass/Fail

General Units: Learners can only achieve a maximum of 6 credits from this group					
Handle Mail	○			3	Pass/Fail
Employee Rights and Responsibilities	○			2	Pass/Fail
Deliver Customer Service	○			5	Pass/Fail
Understand Customers	○			2	Pass/Fail
Resolve Customer Service Problems	○			5	Pass/Fail
Negotiate in a Business Environment	○			4	Pass/Fail
Develop a Presentation	○			3	Pass/Fail
Deliver a Presentation	○			3	Pass/Fail
Resolve Customers' Complaints	○			4	Pass/Fail
Store and Retrieve Information	○			4	Pass/Fail
Health and Safety Procedures in the Workplace	○			2	Pass/Fail