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Qualification Structure for Level 2 Diploma in Team Leading – 60137952

To achieve a Level 2 Diploma in Team Leading, learners must complete a minimum of 40 credits:

- 22 credits from Group A Mandatory Units
- A minimum of 12 credits from Group B Optional Units
- A maximum of 6 credits from Group C Optional Units

A minimum of 40 credits must be achieved through the completion of units at Level 2 or above

Mandatory Group A			
Unit Number	**Unit Title**	**Credit Value**	**Level**
M & L 1	Manage personal performance and development	4	2
M & L 4	Communicate work-related information	4	2
M & L 5	Lead and manage a team	5	2
M & L 6	Principles of team leading	5	2
M & L 8	Understand business	4	2
Optional Group B			
M & L 2	Develop working relationships with colleagues	3	2
M & L 3	Contribute to meetings in a business environment	3	2
M & L 7	Principles of equality and diversity in the workplace	2	2
M & L 10	Promote equality and diversity in the workplace	3	3
M & L 11	Manage team performance		
M & L 12	Manage individuals' performance	4	3
M & L 14	Chair and lead meetings	3	3
M & L 16	Encourage innovation	4	3
M & L 17	Manage conflict within a team	5	3
M & L 18	Procure products and/or services	5	3
M & L 21	Collaborate with other departments	3	3
M & L 23	Participate in a project	3	3
Optional Group C			
HSPW 2	Health & Safety procedures in the workplace	2	2
B & A 16	Store & retrieve information	4	2
B & A 18	Handle mail	3	2
B & A 39	Employee rights and responsibilities	2	2
CS 7	Deliver customer service	5	2
CS 8	Understand customers	2	2
CS 17	Resolve customer service problems	5	2
B & A 42	Negotiate in a business environment	4	3
B & A 43	Develop a presentation	3	3
B & A 44	Deliver a presentation	3	3
CS 31	Resolve customers' complaints	4	3

Barred Units	
This units is	**Barred against this unit**
M & L 3:Contribute to meetings in a business environment	M & L 14:Chair and lead meetings
M & L 7:Principles of Equality & Diversity in the workplace	M & L 10:Promote Equality, Diversity & Inclusion in the workplace

Location	Title	Responsibility	Date Created	Version/updated	Review Date
Learners/QCF Indexes/QCF Indexes/Team Leading & Management	Qualification Structure for Team Leading	CC	Sept'14	**1**	**July'15**