8000

ILM Level 2

The Award and Certificate in Leadership and Team Skills

Who are these qualifications for?

These qualifications are ideal for practicing team leaders, helping them become more effective and confident in their role. They also support new or aspiring team leaders – helping them make the transition from working in a team to leading a team.

Benefits for individuals

- Learn core leadership and management skills
- Put these skills into practice in your workplace
- Improve your team's performance
- Get nationally recognised qualifications.

Benefits for employers

- Motivated and competent team leaders
- Increased productivity
- Customise these qualifications to suit organisational and individual needs
- Workplace-based assessment ensures new skills are effectively transferred to the job.

The units in these qualifications cover a wide range of skills, knowledge and understanding. These include units that focus on communication, working with people, providing direction and leadership, and getting results – from problem-solving to planning and monitoring workloads.

Progression

Successful learners will be able to progress to the ILM Level 3 Award or Certificate in Leadership and Management.

Leadership without limits

Qualification overview

Qualification title	Credit value	Total qualification time	GLH	Structure
Level 2 Award in Leadership and Team Skills QAN: 600/5928/X	Minimum 3 credits Maximum 12 credits	30 hours	20	• One hour induction • At least two hours tutorial support • Minimum of 3 credits from Group 1*
Level 2 Certificate in Leadership and Team Skills QAN: 600/5962/X	Minimum 13 credits Maximum 36 credits	130 hours	28	• One hour induction • At least two hours tutorial support • Choice of optional units from Groups 1 and 2, where Group 1 contains Level 2 units and Group 2 contains units at Level 3* • Maximum of 6 credits from Group 2

*Refer to table below for unit details

Rules of combination

Award

- Minimum 3 credits, maximum 12 credits
- All units must be taken from Group 1

Certificate

- Minimum 13 credits, maximum 36 credits
- Choice of units from Groups 1 and 2
- Maximum of 6 credits from Group 2

APL of expired units

8000-339 Level 3 Understanding Good Practice in Workplace Coaching (3 credits) UAN ref: A/503/9561

8000-340 Level 3 Undertaking Coaching in the Workplace (4 credits) UAN ref: F/503/9562

Please note any new learners registered from 1 July 2020 must complete the current unit(s) as follows: 359 not 339 and 360 not 340.

Any learner who has already achieved 339 or 340 or who is on programme but was registered prior to 1 July 2020 may continue to claim 339 or 340 as APL.

Overview of units

Group 1

Reference	Unit title	Level	CV*	GLH**	eWorkbook†
8000-250	Developing Yourself as a Team Leader	2	1	6	
8000-251	Improving Performance of the Work Team e	2	1	6	SS0193-WB3
8000-252	Planning and Monitoring Work	2	2	8	
8000-253	Developing the Work Team	2	1	6	
8000-254	Induction and Coaching in the Workplace	2	2	8	
8000-255	Meeting Customer Needs	2	2	6	
8000-256	Working Within Organisational and Legal Guidelines	2	1	6	
8000-257	Providing Quality to Customers	2	1	6	
8000-258	Using Information to Solve Problems	2	1	5	
8000-259	Understanding Change in the Workplace e	2	2	8	SS0197-WB7
8000-260	Maintaining a Healthy and Safe Working Environment	2	1	8	
8000-261	Diversity in the Workplace e	2	1	6	SS0192-WB2
8000-262	Using Resources Effectively and Efficiently in the Workplace	2	1	7	
8000-263	Communicating With People Outside the Work Team	2	1	6	
8000-264	Briefing the Work Team	2	1	6	
8000-265	Workplace Communication	2	1	5	
8000-266	Workplace Records and Information Systems	2	1	5	
8000-267	Business Improvement Techniques	2	2	10	
8000-268	Leading Your Work Team	2	2	6	
8000-269	Managing Yourself	2	1	4	
8000-270	*Enterprise Awareness*	2	3	18	
8000-271	Working with Customers Legally	2	1	5	
8000-272	Setting Team Objectives in the Workplace	2	2	6	
8000-273	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3	
8000-274	Methods of Communicating in the Workplace	2	1	3	
8000-275	Satisfying Customer Requirements	2	1	3	
8000-276	Understanding Effective Team Working	2	1	3	
8000-277	Building an Awareness of Waste Management	2	2	9	
8000-279	Understanding Sales in the Workplace	2	2	7	
8000-280	Understanding the Implications of Working in an Enterprise	2	3	6	

*Credit value **Guided learning hours †ILM eWorkbooks are available to support unit delivery

Group 2

Reference	Unit title	Level	CV*	GLH**	eWorkbook†
8000-300	Solving Problems and Making Decisions	3	2	9	
8000-301	Understanding Innovation and Change in an Organisation e	3	2	9	SS0197-WB7
8000-307	Giving Briefings and Making Presentations e	3	2	4	SS0204-WB14
8000-308	Understanding Leadership	3	2	6	
8000-312	Understanding Conflict Management in the Workplace e	3	1	4	SS0196-WB6
8000-313	Understanding Stress Management in the Workplace	3	1	7	
8000-314	Understanding Discipline in the Workplace	3	1	5	
8000-316	Understanding the Induction of New Staff in the Workplace	3	1	3	
8000-317	Understanding Training and Coaching in the Workplace	3	2	7	
8000-320	Managing Workplace Projects e	3	2	7	SS0199-WB9
8000-322	Understand the Organisation and its Context	3	2	7	
8000-327	Understanding Negotiation and Networking in the Workplace e	3	1	6	SS0203-WB13
8000-337	Understanding Security Measures in the Workplace	3	2	7	
8000-343	Understanding Mental Health in the Workplace	3	2	5	
8000-359	Understanding Good Practice in Coaching within an Organisational Context	3	3	9	
8000-360	Undertaking Coaching within an Organisational Context	3	4	12	

*Credit value **Guided learning hours †ILM eWorkbooks are available to support unit delivery

eWorkbooks

We offer a range of eWorkbooks on essential leadership and management topics. These interactive resources provide good coverage of the unit learning outcomes, with highly engaging activities that support the learning process and prepare learners to undertake the formal unit assessment.

The following eWorkbooks are available to support delivery of units highlighted with e within this qualification:

- SS0192-WB2 Managing inclusively
- SS0193-WB3 Managing staff performance
- SS0196-WB6 Managing team conflicts
- SS0197-WB7 Managing change
- SS0199-WB9 Managing projects
- SS0203-WB13 Managing negotiations
- SS0204-WB14 Managing presentations

Find out more: **www.i-l-m.com/eworkbooks**

Contact ILM

The ILM Customer Service Team is dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

T 01543 266867
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City & Guilds Limited (Registered Company 16513878) is the Awarding Organisation for ILM qualifications.

Learning resources

There is a range of materials available to support ILM qualifications through our online portal, Walled Garden, and the ILM website. Contact us to find out more.

Institute of Leadership & Management membership

All ILM learners receive a minimum of 12 months membership of the Institute of Leadership & Management, bringing access to a wealth of resources to support their leadership development.

Our ethos

Our qualifications combine innovative design with a strong focus on workplace performance. We believe this delivers well-rounded managers with a proven ability to perform to the required standards.