

## ILM Level 2

# Award and Certificate in Effective Team Member Skills



### Who are these qualifications for?

These qualifications are ideal for individuals who have just joined a new organisation or team. They are also suitable for learners going for promotion to team leader – helping to prove the skills and knowledge necessary for the challenge.

### Benefits for individuals

- A solid understanding of teamwork and what makes a good team
- Tools to analyse and improve your own performance
- Know how to resolve conflict in your team
- Communicate clearly and confidently; understand and resolve barriers to communication.

### Benefits for employers

- Capable, well-equipped teams who work well together
- Effective communication, inside and outside the team
- Improved personal accountability and motivation.

The Award looks at team roles, what makes a team work well, and how to build relationships and deal with conflict in the team. The learner also identifies their own strengths and weaknesses to help them perform better in their role.

In the Certificate, the additional unit includes tools to help learners manage their time, and techniques to find and implement solutions to problems facing their team. Practical knowledge about health and safety and other basic legal requirements are covered in this longer qualification.

### Progression

Successful learners will be able to progress to a number of qualifications including:

- ILM Level 2 Certificate in Team Leading and the
- ILM Level 3 Award, Certificate or
- Diploma in Leadership and Management.

## Qualification overview

Qualification title	Credit value	Total qualification time	Structure
<b>Level 2 Award in Effective Team Member Skills</b> QAN: 600/5927/8	3 credits	30 hours	<ul style="list-style-type: none"> <li>● One hour induction</li> <li>● At least two hours tutorial support</li> <li>● One mandatory unit*</li> </ul>
<b>Level 2 Certificate in Effective Team Member Skills</b> QAN: 600/5930/8	13 credits	130 hours	<ul style="list-style-type: none"> <li>● One hour induction</li> <li>● At least two hours tutorial support</li> <li>● Two mandatory units*</li> </ul>

\*Refer to table below for unit details

## Rules of combination

### Award

- One mandatory unit (total credit value of 3)

### Certificate

- Two mandatory units (total credit value of 13)

## Overview of units

Reference	Unit title	Level	CV*	GLH**	Mandatory***
8003-227	Developing Effective Team Member Skills	2	10	36	C
8003-230	Developing Yourself as an Effective Team Member	2	3	9	A C

\*Credit value \*\*Guided learning hours \*\*\*A=Award C=Certificate

### 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**  
**E customer@i-l-m.com**

All ILM qualifications are awarded by the City and Guilds of London Institute, which was founded in 1878 and is incorporated by Royal Charter.

### 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.