



## ILM Level 2

# Diploma in Team Leading (Combined Qualification)

### Who is this qualification for?

This combined knowledge and competency based qualification is ideal for new team leaders who want to develop themselves as leaders and managers. It provides learners with the opportunity to learn and implement the core skills needed in today's dynamic business environment. The qualification also forms part of the ILM Level 2 Apprenticeship in Team Leading.

### Benefits for individuals

- Take control of your personal development
- Communicate clearly and confidently
- Engage and support your team
- Build positive and productive relationships at work
- Get a nationally recognised qualification.

### Benefits for employers

- Team leaders with proven ability to perform
- Team leaders who are competent to manage people and relationships
- Better communication and collaboration in teams
- Team leaders with the ability to self-manage.

The units in this qualification focus on the essential skills learners need to develop as team leaders. There are five mandatory units, looking at the principles of team leading and management, workplace communication, understanding business and personal development. Plus there is a wide selection of optional units to build management skills in a variety of areas such as customer service, health and safety and performance management.

### Progression

This qualification will provide progression opportunities to other qualifications such as:

- ILM Level 3 Diploma in Management
- ILM Level 4 NVQ Diploma in Management
- ILM Level 4 Diploma in the Principles of Leadership & Management.

## Qualification overview

Qualification title	Credit value	Total qualification time	GLH	Structure
Level 2 Diploma in Team Leading QAN: 601/3216/4	40	400 hours	201	<ul style="list-style-type: none"> <li>Two hours induction</li> <li>At least five hours tutorial support</li> <li>Five mandatory units (22 credits)</li> <li>Minimum of 12 credits from Group 1</li> <li>Maximum of 6 credits from Group 2</li> </ul>

\*Refer to table below for unit details

### Rules of combination

- Five mandatory units (22 credits)
- Minimum of 12 credits from Group 1
- Maximum of 6 credits from Group 2
- Some units are barred against each other, see table below.

## Overview of units

### Mandatory

Reference	Unit title	Level	CV*	GLH**
8620-200	Manage Personal Performance and Development	2	4	18
8620-201	Communicate Work-Related Information	2	4	23
8620-202	Lead and Manage a Team	2	5	25
8620-203	Principles of Team Leading	2	5	37
8620-204	Understand Business	2	4	32

\*Credit value \*\*Guided learning hours

### Group 1

Reference	Unit title	Level	CV*	GLH**
8620-205	Develop Working Relationships with Colleagues	2	3	19
8620-206	Contribute to Meetings in a Business Environment	2	3	7
8620-207	Principles of Equality and Diversity in the Workplace	2	2	10
8620-305	Promote Equality, Diversity and Inclusion in the Workplace	3	3	15
8620-301	Manage Team Performance	3	4	21
8620-306	Manage Individuals' Performance	3	4	20
8620-308	Chair and Lead Meetings	3	3	10
8620-309	Encourage Innovation	3	4	14
8620-310	Manage Conflict within a Team	3	5	25
8620-311	Procure Products and/or Services	3	5	35
8620-314	Collaborate with other Departments	3	3	14
8620-316	Participate in a Project	3	3	19

\*Credit value \*\*Guided learning hours

## Group 2

Reference	Unit title	Level	CV*	GLH**
8620-208	Health and Safety Procedures in the Workplace	2	2	16
8620-209	Store and Retrieve Information	2	4	19
8620-210	Handle Mail	2	3	15
8620-211	Employee Rights and Responsibilities	2	2	16
8620-212	Deliver Customer Service	2	5	27
8620-213	Understand Customers	2	2	17
8620-214	Resolve Customer Service Problems	2	5	22
8620-318	Negotiate in a Business Environment	3	4	18
8620-319	Develop a Presentation	3	3	11
8620-320	Deliver a Presentation	3	3	17
8620-323	Resolve Customers' Complaints	3	4	22

\*Credit value \*\*Guided learning hours

## Barred units

This unit		Is barred against this unit	
Unit code	Unit title	Unit code	Unit title
8620-206	Contribute to Meetings in a Business Environment	8620-308	Chair and Lead Meetings
8620-207	Principles of Equality and Diversity in the Workplace	8620-305	Promote Equality, Diversity and Inclusion in the Workplace

### 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](mailto:customer@i-l-m.com)

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.