

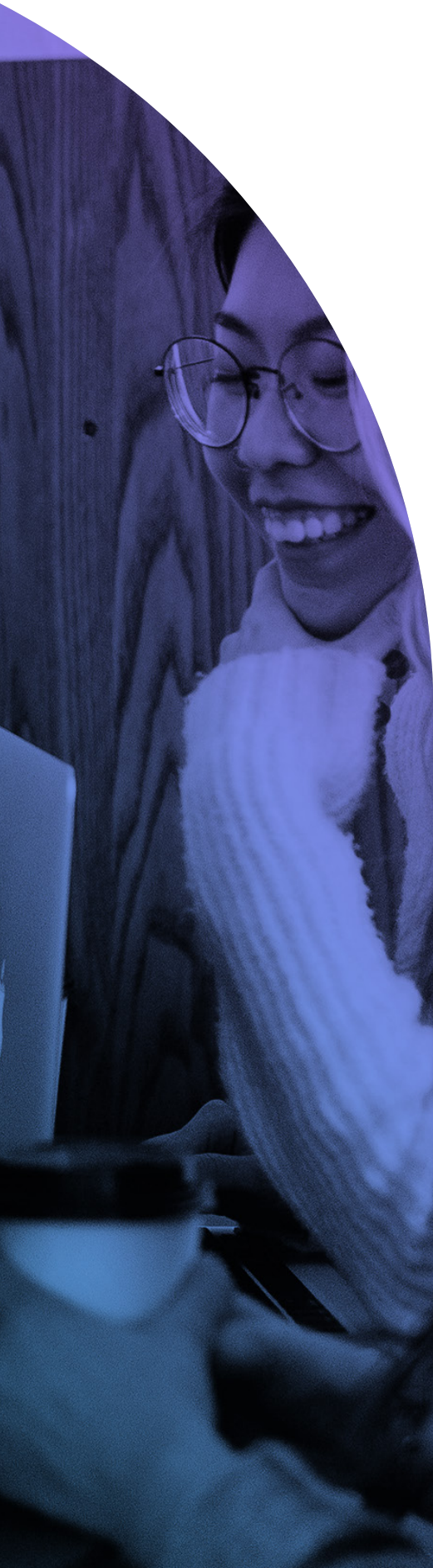


# Team Leading.

Level 2 Certificate in Principles  
of Team Leading







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# Distance Learning.

Our courses are distance learning, led through our online learning platform. This allows you the freedom to work at a pace that suits you from a location of your choosing.

Our online learning platform is available 24 hours a day, 7 days a week. The course has been developed by our experienced team leaders and provides a range of reading materials which are designed to help you achieve your qualification and develop your team leading skills.

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# Regulated Qualifications.

The Level 2 Certificate in Principles of Team Leading is a nationally recognised qualification regulated by Ofqual. Our courses are rigorously quality assured to ensure that the highest standards are maintained for all of our learners.





# Course Content.

The Level 2 Certificate in Principles of Team Leading is designed for those aspiring to develop fundamental team leading skills or take on a junior leadership role within an organisational environment.

## Mandatory units:

- Unit 1. Principles of team leading
- Unit 2. Understand business
- Unit 2. Understand how to communicate work-related information
- Unit 4. Principles of managing performance and conflict in the workplace
- Unit 5. Principles of equality and diversity in the workplace
- Unit 6. Principles of developing working relationships with colleagues
- Unit 7. Health and safety procedures in the workplace
- Unit 8. Understand how to develop and deliver a presentation

We expect you to spend approximately 170 guided learning hours on completion of this qualification.







# Unit 1: Overview.

Principles of Team Leading (T/616/8859).

Focuses on the core concepts and skills required for effective team leadership.

By the end of this unit, you will be able to:

1. Understand the role and responsibilities of a team leader.
2. Understand different leadership styles and their impact.
3. Understand techniques for motivating and supporting team members.
4. Understand the importance of effective communication in team leading.



# Unit 2: Overview.

Understanding Business (H/616/9022).

Explores the fundamentals of how businesses operate and the team leader's role within the organization.

**By the end of this unit, you will be able to:**

1. Understand different types of businesses and their purposes.
2. Understand business goals and objectives.
3. Understand the importance of team goals and how they contribute to overall business objectives.
4. Understand basic business finance and budgeting principles.



# Unit 3: Overview.

Understanding how to Communicate  
Work-Related Information (K/616/9023).

Covers effective communication strategies essential for team leaders.

By the end of this unit, you will be able to:

1. Understand the importance of effective communication in the workplace.
2. Know how to communicate work-related information to team members and others.
3. Understand how to chair team briefings and meetings.
4. Know how to provide constructive feedback to team members.



# Unit 4: Overview.

Principles of managing performance and conflict in the workplace (M/616/9024).

Explores the fundamentals of how businesses operate and the team leader's role within the organization.

**By the end of this unit, you will be able to:**

1. Understand how to manage team performance.
2. Understand how to manage underperformance in the workplace.
3. Understand the principles of conflict management.



# Unit 5: Overview.

Principles of equality and diversity in the workplace (K/616/8843).

Covers effective communication strategies essential for team leaders.

By the end of this unit, you will be able to:

1. Understand the implications of equality legislation.
- 2.. Understand organisational standards and expectations for equality and diversity and context in the workplace.



# Unit 6: Overview.

Principles of developing working relationships with colleagues (T/616/8862).

Explores the fundamentals of how businesses operate and the team leader's role within the organization.

**By the end of this unit, you will be able to:**

1. Understand the principles of effective team working.
2. Understand how to be a buddy to a colleague.



# Unit 7: Overview.

Health and safety procedures in the workplace  
(A/616/9026).

Covers effective communication strategies essential for team leaders.

By the end of this unit, you will be able to:

1. Know health and safety procedures in the workplace.





# Unit 8: Overview.

Understand how to develop and deliver a presentation (J/616/9028).

Explores the fundamentals of how businesses operate and the team leader's role within the organization.

**By the end of this unit, you will be able to:**

1. Understand how to develop a presentation.
2. Understand the principles underpinning the delivery of presentations.



# Assessment.

To achieve the Level 2 Certificate in Principles of Team Leading, learners will be assessed through internally set and marked assessments for each unit.

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# Course Feedback.

*“Excellent course, assignments graded really quickly with good feedback. Help from tutors whenever you need it and support throughout”*

- Michelle Phillips ★★★★★

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*“Brilliant course, very easy to follow. The practical training was delivered in a very enjoyable way, not once did I look at the time”*

- Janet Pike ★★★★★

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*“Everything I needed to complete the Level 3 Award in Education and Training was provided by CTC Training and Development in a smart package of training and assessment. Although I didn’t use it, there was access to my tutor with various contact methods available. The presentation material was up-to-date and enjoyable to use, there was plenty of guidance for further reading which pointed me in the right direction for researching topics. Submitted assignments were graded quickly with good feedback. Overall, I was very happy with the course and would gladly use CTC again”*

- Jim Lucus ★★★★★

*"I completed the level 3 Award in Education and Training online, the information provided by CTC for the qualification was excellent, the portal was easy to navigate and to upload your assignments. The knowledge of Chris and Craig was first class and they were always accessible to provide guidance and help when needed, with quick feedback on your assignments. I would have no hesitation in recommending CTC to others, and if you want to achieve your level 3 Award in Education and Training CTC Training and Development is the place to go."*

- John Casey ★★★★★



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HOTELS



# Our Process.

1

## View our online courses.



Call us for assistance if you're unsure what's right for you.



2

## Select your course.



You can do this online and pay in part or full.

5

## Dive into the course.



Write assignments and gather evidence (depending on your course requirements).



6

## Support from your tutor.



You'll have a dedicated tutor who will always be available to chat and support you in your learning.

## 3

### Get your account.

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Once signed up, you'll get login details to access your course online.

## 4

### Book an induction.

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Book your induction through your tutor's diary - we'll send a link.

## 7

### Assignment marking.

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Get feedback from your tutor. If you don't pass first time, you can resubmit (it doesn't cost any extra).

## 8

### Congratulations!

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Once you complete the course in full, you'll be issued a regulated certificate!



# Contact Us.

For any inquiries, please  
reach out to us at  
[support@ctccourses.org](mailto:support@ctccourses.org)