



# Qualification and Credit Framework (QCF)

## QCF Certificate in Team Leading (QCF) Level 2

Accreditation Body: ILM

### Introduction/Summary

**If you want successful teams in your organisation, then an QCF in Team Leading is the right step forward. If you have staff who have recently entered first line management or supervisory roles, an QCF in Team Leading will allow them to demonstrate and develop their communication and leadership skills.**

It is designed to help your employees develop the skills and attitudes they need to perform effectively as team leaders. It gives **practising** team leaders a solid foundation on which to develop their leadership skills, helping them motivate their team members and achieve agreed targets. The topics covered range from legalities of Health and Safety through to communication and leadership skills. The qualification has not been created for any particular industry and can be taken by learners across all industry sectors.

### Qualification

**To help your staff develop a tailored programme which meets their specific needs, learners will have an initial assessment interview with their assigned assessor before they get started on their qualification.**

This assessment interview looks at what their current role is, analyses their skills, and then identifies the most relevant optional units for them to take.

There are three mandatory and two optional units needed to gain the full award to give a minimum credit value of 17 credits.

### Mandatory Units

- Manage personal development
- Develop working relationships with colleagues
- Communicate information and knowledge

### Optional Units

#### Group B (one unit to be chosen from)

- Set objectives and provide support for team member
- Plan, allocate and monitor work of a team



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### Group C (one unit to be chosen from)

- Manage or support equality of opportunity, diversity and inclusion in own area of responsibility
- Support team members in identifying, developing and implementing new ideas
- Manage conflict in a team
- Lead and manage meetings
- Participate in meetings
- Make effective decisions
- Manage knowledge in own area of responsibility
- Procure supplies
- Manage customer service in own area of responsibility

Learners will build a folder of work either electronically or paper based working alongside an assessor who visits them in the workplace. This is a purely competence based qualification and as such proves that they are capable of performing in their chosen job role and no exams are required.

## Requirements

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1. The learner must have a team to lead as they need to have direct line management responsibility for at least **one** member of staff.
2. An appraisal system recording development requirements and providing feedback on performance should be in place within the company.
3. The learner should be in a position whereby they assess the performance of their team members.
4. The learner should be involved in the allocation of work within their team.
5. The learner must be willing to develop their team leader skills and be committed to gaining the qualification.
6. Whilst not essential, it would be beneficial if the learner had access to the Internet if using the electronic portfolio system.
7. The learner must have access to written policies on performance, grievance, supervision, development and health and safety.
8. The learner must have a named manager to whom we can refer if there are any problems or queries. This manager must be fully supportive of the learner gaining the award and provide the necessary support and time to complete it.

## Day One "Shopping List"

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At their first meeting with their assessor it will be necessary for the learners to bring the following evidence with them to assist in the building of their portfolios.

Individuals Information:

- Job Description
- Curriculum Vitae
- Training Records or Copies of Certificates
- Copy of most up to date appraisal (if applicable)
- Copy of personal development plan (if applicable/available)

Company Information:

- Company Mission Statement
- Copies of Discipline/Grievance Policies
- Copy of Company Health & Safety Policy
- Company Structure and/or Organisation Chart
- Copy of Company Diversity Statement

The learner may need assistance in compiling this and where more than one learner from your organisation is completing the QCF each one will need a separate copy of the above.