



Most people in a team leading have ended up in that position due to experience and knowledge within the business. But are you sure you are getting the most from them in terms of leadership and management?

As **Team Leaders are responsible for the culture of your business** it's well worth reviewing!

Qualification aim

To give team leaders the tools to manage people and resources effectively. They will learn how to keep a team going by choosing the right players, **delegating well, implementing change, getting team members excited about their goals** and making sure that everyone feels listened to and appreciated.

Who is this qualification suitable for?

Individuals who have responsibility for the work of others, as they lead a team. It is suitable for people who are entering a management role, or who have the ability and the opportunity to **demonstrate recognisable management and leadership skills**, for example, providing leadership for a team, encouraging innovation, allocating and checking work.

At this level, learners can expect to be working as a team leader, section leader, floor manager, helpdesk manager, trainee supervisor or team co-ordinator.

What is involved?

The Certificate is made up of three mandatory units and a range of optional units. Learning will be tailored to your industry and organisation.

Learners will be assessed in the workplace and so it is essential that their current role allows them to demonstrate team leading in practice.

Example units

- Managing personal development
- Developing working relationships with colleagues
- Manage or support equality of opportunity, diversity and inclusion in own area of responsibility
- Communicating information and knowledge
- Make effective decisions
- Participating in meetings
- Procure supplies
- Setting objectives and providing support for team member
- Support team members in identifying, developing and implementing new ideas
- Manage customer service in own area of responsibility

Qualification and progression

This Certificate can form part of the Team Leading Apprenticeship; check with your training provider at the point of registration if the learner is to be enrolled onto the Certificate only or an apprenticeship programme.