

Level 2 Certificate in Principles of Team Leading

The purpose of the qualification is to prepare learners for employment, including an apprenticeship, in a job role which includes customer service or to prepare them for further learning/training. Learners will develop their knowledge and understanding regarding team leading and the principles of business.

Level 2

GLH 170

Credits 19

Cost	£229
Units	<ul style="list-style-type: none"> Principles of team leading Understand business Understand how to communicate work-related information Principles of developing working relationships with colleagues Principles of managing performance and conflict in the workplace Understand how to deliver customer service and resolve problems
Pre-requisites	<p>Prior to registration for this qualification learners are required to:</p> <ul style="list-style-type: none"> Be accurately identified Be 16 years of age or over Be able to communicate effectively in English (included listening, speaking, reading and writing) <p>There are no other pre-requisites to certification other than completion of assessment criteria.</p>
Benefits	<ul style="list-style-type: none"> Enhance your knowledge and understanding of team leading Develop knowledge of how to deal with conflict in the workplace Understand the various types of customers and their differing needs
Qualification structure	<ul style="list-style-type: none"> Qualification is delivered online with tutor support Course length – approx. 3-4 months
Suitable for	<p>This qualification is suitable for any individual who wishes to develop their knowledge and understanding of team leading or who would like to begin their journey into a management role. Possible progression routes are</p> <ul style="list-style-type: none"> Level 2 Diploma in Team Leading Level 3 Diploma in Management
Course date	<p>This course can be booked at any time and is completed flexibly around your home and work life balance. Tutor support sessions can be scheduled between 9am-5pm Monday - Friday.</p>
Assessment	<p>Learners are assessed through theory-based, written activities. These can be completed via the online learning portal in the form of an assignment for each of the qualification units and submitted to your assessor for making against the course criteria.</p>

To book on to our Level 2 Certificate in Principles of Team Leading, get in touch:



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