

8000

# ILM Level 2 Qualifications in Leadership and Team Skills



## Who are these qualifications for?

The Award or Certificate in Leadership and Team Skills is ideal for practicing team leaders, helping them become more effective and confident in their role. They also support new or aspiring team leaders – helping them make the transition from working in a team to leading a team.

## Benefits for individuals

- ▶ Learn core leadership and management skills
- ▶ Put these skills into practice in your workplace
- ▶ Improve your team's performance
- ▶ Get a nationally recognised qualification.

## Benefits for employers

- ▶ Motivated and competent team leaders

- ▶ Increased productivity
- ▶ Customise this qualification to suit organisational and individual needs
- ▶ Workplace-based assessment ensures new skills are effectively transferred to the job.

The units in this qualification cover a wide range of skills, knowledge and understanding. These include units that focus on communication, working with people, providing direction and leadership, and getting results – from problem-solving to planning and monitoring workloads.

## Progression

Successful learners will be able to progress to the ILM Level 3 Award or Certificate in Leadership and Management.

## Qualification overview

| Qualification title                                      | Credit value                             | Structure   |
|--|--|---|
| <b>Level 2 Award in Leadership and Team Skills</b>       | Minimum 3 credits<br>Maximum 12 credits  | <ul style="list-style-type: none"> <li>▶ One hour induction</li> <li>▶ At least two hours tutorial support</li> <li>▶ Minimum of two units from Group 1*</li> </ul>   |
| <b>Level 2 Certificate in Leadership and Team Skills</b> | Minimum 13 credits<br>Maximum 36 credits | <ul style="list-style-type: none"> <li>▶ One hour induction</li> <li>▶ At least two hours tutorial support</li> <li>▶ Choice of optional units from Groups 1 and 2, where Group 1 contains Level 2 units and Group 2 contains units at Level 3*</li> <li>▶ Maximum of 6 credits from Group 2</li> </ul> |

\*Refer to table overleaf for unit details

## Rules of combination

### Award

- ▶ Minimum 3 credits (must be two units), maximum 12 credits
- ▶ All units must be taken from Group 1

### Certificate

- ▶ Minimum 13 credits, maximum 36 credits
- ▶ Choice of units from Groups 1 and 2
- ▶ Maximum of 6 credits from Group 2

## Overview of units

### Group 1

| Reference | Unit title   | Level | CV* | GLH** |
|-----------|--|-------|-----|-------|
| 8000-250  | Developing Yourself as a Team Leader                         | 2     | 1   | 6     |
| 8000-251  | Improving Performance of the Work Team                       | 2     | 1   | 6     |
| 8000-252  | Planning and Monitoring Work                                 | 2     | 2   | 8     |
| 8000-253  | Developing the Work Team                                     | 2     | 1   | 6     |
| 8000-254  | Induction and Coaching in the Workplace                      | 2     | 2   | 8     |
| 8000-255  | Meeting Customer Needs                                       | 2     | 2   | 6     |
| 8000-256  | Working Within Organisational and Legal Guidelines           | 2     | 1   | 6     |
| 8000-257  | Providing Quality to Customers                               | 2     | 1   | 6     |
| 8000-258  | Using Information to Solve Problems                          | 2     | 1   | 5     |
| 8000-259  | Understanding the Change in the Workplace                    | 2     | 2   | 6     |
| 8000-260  | Maintaining a Healthy and Safe Working Environment           | 2     | 1   | 8     |
| 8000-261  | Diversity in the Workplace                                   | 2     | 1   | 6     |
| 8000-262  | Using Resources Effectively and Efficiently in the Workplace | 2     | 1   | 7     |
| 8000-263  | Communicating With People Outside the Work Team              | 2     | 1   | 6     |
| 8000-264  | Briefing the Work Team                                       | 2     | 1   | 6     |
| 8000-265  | Workplace Communication                                      | 2     | 1   | 5     |
| 8000-266  | Workplace Records and Information Systems                    | 2     | 1   | 5     |
| 8000-267  | Business Improvement Techniques                              | 2     | 2   | 10    |
| 8000-268  | Leading Your Work Team                                       | 2     | 2   | 6     |
| 8000-269  | Managing Yourself  | 2     | 1   | 4     |
| 8000-270  | Enterprise Awareness   | 2     | 3   | 18    |
| 8000-271  | Working with Customers Legally                               | 2     | 1   | 5     |
| 8000-272  | Setting Team Objectives in the Workplace                     | 2     | 2   | 6     |
| 8000-273  | Gathering, Interpreting and Utilising Data in the Workplace  | 2     | 1   | 3     |
| 8000-274  | Methods of Communicating in the Workplace                    | 2     | 1   | 3     |
| 8000-275  | Satisfying Customer Requirements                             | 2     | 1   | 3     |
| 8000-276  | Understanding Effective Team Working                         | 2     | 1   | 3     |
| 8000-277  | Building an Awareness of Waste Management                    | 2     | 2   | 9     |
| 8000-279  | Understanding Sales in the Workplace                         | 2     | 2   | 7     |
| 8000-280  | Understanding the Implications of Working in an Enterprise   | 2     | 3   | 6     |

\*Credit value. \*\*Guided learning hours.

## Group 2

| Reference | Unit title  | Level | CV* | GLH** |
|-----------|---|-------|-----|-------|
| 8000-300  | Solving Problems and Making Decisions                     | 3     | 2   | 9     |
| 8000-301  | Understanding Innovation and Change in an Organisation    | 3     | 2   | 9     |
| 8000-307  | Giving Briefings and Making Presentations                 | 3     | 2   | 4     |
| 8000-308  | Understanding Leadership                                  | 3     | 2   | 6     |
| 8000-312  | Understanding Conflict Management in the Workplace        | 3     | 1   | 4     |
| 8000-313  | Understanding Stress Management in the Workplace          | 3     | 1   | 7     |
| 8000-314  | Understanding Discipline in the Workplace                 | 3     | 1   | 5     |
| 8000-316  | Understanding the Induction of New Staff in the Workplace | 3     | 1   | 3     |
| 8000-317  | Understanding Training and Coaching in the Workplace      | 3     | 2   | 7     |
| 8000-320  | Managing Workplace Projects                               | 3     | 2   | 7     |
| 8000-322  | Understand the Organisation and its Context               | 3     | 2   | 7     |
| 8000-327  | Understanding Negotiation and Networking in the Workplace | 3     | 1   | 6     |
| 8000-337  | Understanding Security Measures in the Workplace          | 3     | 2   | 7     |
| 8000-339  | Understanding Good Practice in Workplace Coaching         | 3     | 3   | 9     |
| 8000-340  | Undertaking Coaching in the Workplace                     | 3     | 4   | 6     |

## Learning resources

There is a range of materials available to support ILM qualifications, for full details browse online at [www.i-l-m.com/shop](http://www.i-l-m.com/shop)

## ILM membership

ILM membership brings access to a wide range of online resources, news and information that have been specially selected to support management learning and development. It's the ideal way to help learners get the most from their ILM programme and support their management career. Visit [www.i-l-m.com/members](http://www.i-l-m.com/members) for more information.

## 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.

## 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**

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