

# NVQ 2 Team Leading

**Programme area:** Business

**Who is the course for?**

This qualification is intended for anyone who has a responsibility for the work of others e.g shift leader, team leader, section leader. They will have a responsibility for the day to day leadership of a team.

**Qualification aimed for:**

NVQ Level 2

**Course content:**

Level 2 candidates need to achieve four mandatory units + 2 optional units. The mandatory units are:

Level 2

- Organise and improve your team's work
- Ensure your own actions reduce risks to health and safety
- Maintain and develop effective working relationships
- Organise and communicate information

Optional units

- Resolve customer service problems
- Organise your team's resources
- Organise and develop yourself
- Help your team members to develop their performance
- Enter and find data using information technology

**Where does the course lead?**

From Level 2 NVQ Team leading to Level 3 in Management.

