

CMI Level 2 Team Leading Qualifications

Credits

Guided Learning Hours

Award - Learners need to complete any ONE unit to a minimum of 5 credits to achieve the qualification.

Certificate - Learners need to complete any combination of units to a minimum of 15 credits to achieve the qualification.

Diploma - Learners need to complete ALL Group A units and any ONE Group B unit to a minimum of 38 credits to achieve the qualification.

Group A Units		Credits	GLH
Unit 2001V1	Personal development as a team leader	6	20
Unit 2002V1	Communicating with a team	5	20
Unit 2004V1	Controlling resources	6	20
Unit 2005V1	Building work relationships	5	15
Unit 2006V1	Developing team needs	6	20
Unit 2007V1	Providing customer service	5	15
Group B Units		Credits	GLH
Unit 2003V1	Monitoring team performance	5	20
Unit 2008V1	Being a team leader	5	25
Unit 2009V1	Introduction to Team Leading	6	25
Unit 2010V1	Corporate Social Responsibility	5	20

Please read on for details of each unit



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Title:	Personal development as a team leader				
Unit aim:	This unit is about the development of the skills and knowledge of the team leader, and the responsibilities for team welfare.				
Level:	2	Unit Number:	2001	QCA Unit Number	F/501/5004
Credit value:	6	Guided Learning Hours	20		
Learning outcomes		Assessment criteria			
<i>The learner will:</i>		<i>The learner can:</i>			
1. Understand the work objectives and the skills and knowledge required to meet those objectives		1.1 Describe the work objectives to be achieved by the team leader 1.2 Identify the skills and knowledge required of the team leader to meet the work objectives 1.3 Compare existing and required skills and knowledge 1.4 Construct a development plan to improve skills and knowledge			
2. Be able to agree, implement and review the development plan to meet work objectives		2.1 Describe methods of agreeing the development plan 2.2 Implement the development plan 2.3 Review the development plan against original objectives			
3. Be able to understand the team leader's responsibility for welfare in the work area		3.1 Identify the team leader's responsibility for team welfare 3.2 Describe factors that can affect the welfare of a team member 3.3 Identify how to review the work area in support of team welfare 3.4 Explain actions of the team leader when identifying factors that could affect team or individual welfare			
4. Understand the team leader's responsibility in relation to discrimination, harassment and diversity		4.1 Identify the team leader's role in preventing and dealing with discrimination and harassment 4.2 Describe methods of supporting diversity and inclusion in the work area			



Title:	Communicating with a team				
Unit aim:	This unit is about organising and leading a team briefing to communicate within the team.				
Level:	2	Unit Number:	2002	QCA Unit Number	L/501/5006
Credit value:	5	Guided Learning Hours	20		
Learning outcomes		Assessment criteria			
<i>The learner will:</i>		<i>The learner can:</i>			
1. Understand the role of communication in leading a team		1.1 Explain the principles of effective communication 1.2 Describe methods that can be used in communicating with a team 1.3 Identify potential barriers in communicating with a team 1.4 Illustrate methods of reducing or removing potential barriers to communication			
2. Know how to organise team briefings		2.1 Discuss the links between team briefings and work objectives 2.2 Identify methods of team briefings available to the team leader 2.3 Explain how to plan for a team briefing			
3. Know how to lead team briefings		3.1 Identify the objectives and structure of a team briefing 3.2 Describe methods of involving team members in the team briefing 3.3 Evaluate the outcome of the team briefing against its objective			



Title:	Monitoring team performance				
Unit aim:	This unit is about leading the team in planning, reviewing and achieving the work to meet required objectives.				
Level:	2	Unit Number:	2003	QCA Unit Number	M/501/5385
Credit value:	5	Guided Learning Hours	20		
Learning outcomes <i>The learner will:</i>		Assessment criteria <i>The learner can:</i>			
1. Understand the team objective(s) and plan for achievement		1.1 Explain how to develop given directions into clear objectives 1.2. Plan and allocate the work of the team to meet objectives 1.3 Explain to the team the objectives and responsibilities for achieving the objectives			
2. Be able to monitor and review the progress and standard of the team's work		2.1 Monitor the progress of the team against objectives 2.2 Identify actions to be taken if work deviates from agreed standards 2.3 Describe how to review any changes to original work objectives			
3. Be able to provide feedback to individuals or the team on work performance		3.1 Explain how to give feedback on work performance, to an individual or team 3.2 Describe how to give performance improvement feedback 3.3 Encourage team members to make work improvement suggestions 3.4 Explain how to propose and agree work improvement suggestions with higher management			



Title:	Controlling resources				
Unit aim:	This unit is about identifying, requesting, controlling and maximising resources to achieve the work objectives.				
Level:	2	Unit Number:	2004	QCA Unit Number	Y/501/5011
Credit value:	6	Guided Learning Hours	20		
Learning outcomes		Assessment criteria			
<i>The learner will:</i>		<i>The learner can:</i>			
1. Be able to identify and request resources needed by a team to achieve work objectives		1.1 Describe the process of identifying the resources needed by a team to achieve work objectives 1.2. Produce a resource plan, including source of supply, to achieve a work objective 1.3 Identify how resources obtained by the team are checked and maintained to ensure suitability for use			
2. Be able to manage the resource use to achieve work objectives		2.1 Identify methods of communicating the resource use to the team 2.2 Monitor the team's use of the resource in achieving the work objectives 2.3 Explain methods of dealing with variances in planned resource use			
3. Be able to identify and reduce resource wastage		3.1 Identify the effects of resource wastage 3.2 Explain methods of identifying resource wastage 3.3 Describe actions to be taken to reduce resource wastage whilst meeting work objectives			



Title:	Building work relationships				
Unit aim:	This unit is about communicating and developing work relationships with the manager, team and those outside the team.				
Level:	2	Unit Number:	2005	QCA Unit Number	F/501/5391
Credit value:	5	Guided Learning Hours	15		
Learning outcomes		Assessment criteria			
<i>The learner will:</i>		<i>The learner can:</i>			
1. Be able to communicate and maintain working relationships with the manager		1.1 Identify communication methods available to communicate with the manager 1.2. Describe the need for working relationships with the manager 1.3 Identify issues that need to be communicated to the manager			
2. Be able to communicate and maintain working relationships with the team		2.1 Identify communication methods available to communicate with the team 2.2 Describe the need(s) for good relationships with the team 2.3 Identify the need to maintain confidentiality when communicating with the team 2.4 Describe the need for the team leader to support management decisions that are communicated to the team			
3. Be able to develop work relationships outside the team		3.1 Identify individuals outside the team with whom work relationships could be developed 3.2 Describe the reasons for developing work relationships with individuals outside the team 3.3 Compare the communication methods used with individuals outside the team to those used within the team			



Title:	Developing team needs				
Unit aim:	This unit is about inducting a new team member and identifying, planning and implementing team training.				
Level:	2	Unit Number:	2006	QCA Unit Number	H/501/5013
Credit value:	6	Guided Learning Hours	20		
Learning outcomes <i>The learner will:</i>		Assessment criteria <i>The learner can:</i>			
1. Be able to plan and implement induction for a new team member		1.1 Identify the need to induct a new team member 1.2. Describe the content of an induction for a new team member 1.3 State how to implement the induction plan			
2. Be able to identify and plan the training needs of team members		2.1 Explain the need to identify team training 2.2 Describe the process of identifying a training need 2.3 Produce a training plan for a team member and obtain agreement for the plan			
3. Be able to train a team member to carry out a task		3.1 Explain the process of training a team member to carry out a task 3.2 Explain how to review the progress of the team member during the training 3.3 Ensure that training provided meets legal and organisational requirements			



Title:	Providing customer service				
Unit aim:	This unit is about identifying the customer, providing the level of service and resolving customer issues.				
Level:	2	Unit Number:	2007	QCA Unit Number	K/501/5014
Credit value:	5	Guided Learning Hours	15		
Learning outcomes		Assessment criteria			
<i>The learner will:</i>		<i>The learner can:</i>			
1. Be able to identify the team's customers and the level of service required		1.1 Describe the team's internal and external customers 1.2. Identify the required level of service to be provided to the customers 1.3 Describe the role of the team leader in providing the service to the customer			
2. Be able to identify and resolve customer service issues		2.1 Identify the organisation's procedures for resolving customer service issues 2.2 Describe the team leader's level of authority in resolving customer service issues 2.3 Identify methods of communicating with customers to resolve customer service issues 2.4 Describe sources of support available to the team leader in resolving customer service issues			



Title:	Being a team leader				
Unit aim:	This unit is about the leadership skills of a team leader.				
Level:	2	Unit Number:	2008	QCA Unit Number	R/501/8134
Credit value:	5	Guided Learning Hours	25		
Learning outcomes		Assessment criteria			
<i>The learner will:</i>		<i>The learner can:</i>			
1. Understand the organisational requirements for the team leader		1.1 Identify the organisational requirements for respecting the cultures and views of others 1.2 Describe the levels of authority and responsibility of the team leader in the organisation 1.3 Explain the impact of team leadership on task achievement 1.4 Identify the role of the team leader in maintaining integrity, fairness and consistency in actions and decision making			
2. Be able to understand leadership styles		2.1 Identify leadership styles and opportunities for development for the team leader 2.2 Describe action-centred leadership 2.3 Explain how and why leadership styles are adapted in different situations			
3. Understand how the team leader builds a shared sense of purpose with a team		3.1 Identify how to establish a culture of mutual trust and respect with the team 3.2 Identify what motivates team members 3.3 Describe how the team leader develops the teams understanding of its shared purpose			



Title:	Introduction to Team Leading				
Unit aim:	This unit is about the foundation skills and knowledge of a team leader				
Level:	2	Unit Number:	2009	QCA Unit Number:	H/601/2848
Credit value:	6	Guided Learning Hours:	25		
Learning outcomes <i>The learner will:</i>		Assessment criteria <i>The learner can:</i>			
1. Be able to understand the role of the team leader and construct a personal development plan		1.1. Describe the role and responsibilities of the team leader 1.2. Explain the knowledge and skills required of the team leader and compare own existing knowledge and skills with those required 1.3. Construct a personal development plan that supports and develops existing skills and knowledge			
2. Be able to understand and communicate instructions and plans, and maintain relationships		2.1. Explain methods used to check and confirm instructions from the line manager 2.2. List those with whom the team leader communicates and the reasons for those communications 2.3. Describe methods for maintaining and developing relationships with those whom the team leader communicates			
3. Be able to understand the construction and monitoring of a work plan, and the giving of feedback to the team		3.1. Describe a work plan constructed by the team leader 3.2. Identify how work plan progress would be monitored and evaluated 3.3. Describe methods of giving feedback to the team on progress and performance 3.4. Explain the role of the team leader in coaching team members to support their performance			



Title:	Understanding Corporate Social Responsibility				
Unit Aim:	This unit is about understanding the meaning of Corporate Social Responsibility, its influence on the organisation, department or team, and the team leader's responsibilities for Corporate Social Responsibility				
Level:	2	Unit Number:	2010	QCA Unit Number:	L/601/2875
Credit value:	5	Guided Learning Hours:	20		
Learning Outcomes		Assessment Criteria			
<i>The learner will:</i>		<i>The learner can:</i>			
1. Be able to understand the meaning of Corporate Social Responsibility		1.1 Identify the three essential parts of a Corporate Social Responsibility plan or policy 1.2 Describe the environmental part of Corporate Social Responsibility 1.3 Describe the social part of Corporate Social Responsibility 1.4 Describe the corporate governance part of Corporate Social Responsibility			
2. Be able to understand the team leader's and the team's responsibilities for Corporate Social Responsibility		2.1 Identify the team leader's responsibilities for Corporate Social Responsibility 2.2 Identify the team's responsibilities for Corporate Social Responsibility 2.3 Explain how to communicate Corporate Social Responsibilities to the team members			
3. Be able to understand the influence of Corporate Social Responsibility inside and outside an organisation		3.1 Provide an example of how Corporate Social Responsibility could influence the team in the work task 3.2 Produce an example of how Corporate Social Responsibility could influence persons or organisations external to the team 3.3 Summarise how Corporate Social Responsibility could affect the future prospects of an organisation, department and team			

