

Team Leading

Level 2 Diploma

Good leaders and managers are essential to the success of any business, and the skills gained on this qualification can be applied to any industry and a wide range of job roles. You will develop and demonstrate skills and knowledge including team leadership styles, team dynamics, problem solving, providing support, managing the work of teams and communication techniques.

This qualification is aimed at individuals that are leading the development and/or performance of a team. Such as a Team Leader, Assistant Manager, Floor Leader, Supervisor, Call Centre Team Manager or Trainee Supervisor.

There are a set of mandatory units and a selection of optional units to choose from, the optional units listed below are only a selection there is a wide choice available. We'll help you put together the right combination to fit the job you're doing and the way you want to develop your career.

Mandatory units

- Manage Personal Performance and Development
- Communicate Work-Related Information
- Lead and Manage a Team
- Principles of Team Leading
- Understand Business

Optional units

- Develop Working Relationships with Colleagues
- Contribute to Meetings in a Business Environment
- Principles of Equality and Diversity in the Workplace
- Manage Team / Individual Performance
- Chair and Lead Meetings
- Encourage Innovation
- Manage Conflict within a Team
- Procure Products and/or Services
- Collaborate with Other Departments
- Participate in a Project
- Health and Safety Procedures in the Workplace
- Store and Retrieve Information
- Handle Mail
- Employee Rights and Responsibilities
- Deliver Customer Service
- Understand Customers
- Resolve Customer Service Problems
- Negotiate in a Business Environment
- Develop a Presentation
- Resolve Customers' Complaints
- Deliver a Presentation

Call us for more information:
01634 799950



How do our courses work?

- Work based learning gives you the opportunity to learn while you work and gain a qualification in your chosen profession
- Your qualification will last 12 months in most cases and can be started at any time of the year.
- Qualifications are available to most people over 16 years old employed for more than 16 hours a week
- An experienced, qualified assessor will visit your work place once a month for the duration of the course.
- Your assessor will assess your knowledge, competency and work skills via observations, professional discussions and setting work based projects.
- Gaining a Maths and English Functional Skills certificate makes up part of this Apprenticeship, however you may be exempt if you already have equivalent qualifications.

Why choose a work-based qualification?

- As part of an initiative to develop skills in the UK workforce the Government and EU Social Fund will pay for your qualification! (*Please check with ABM, as funding allocations do change*).
- This award is nationally recognised and will help enhance career progression.
- With our support and guidance you will enhance your skills and competency in your role.
- We work with you to decide the best time for you to be assessed and how you can complete the knowledge required for this qualification.
- Our courses are delivered at your workplace.

Why you should choose ABM Training

- We offer a learner centred service which means that we work around you and your workload.
- We have a family run culture, where our staff really care and go the extra mile to help enhance your skills and career development.
- We cover the Kent and London areas and have a team of experienced, qualified tutors.
- ABM have recently achieved the Matrix Quality Standard award, which is a fantastic achievement: "The Matrix Standard is the unique quality framework for organisations to assess and measure their information, advice and/or guidance services, which ultimately supports individuals in their choice of career, learning, work and life goals".

For more information please call one of the team on:

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www.abmtraining.co.uk

