

## TEAM LEADING (NVQ Level 2)

### Does my business need this?

If you answer 'yes' to any of the following questions, then this course will help your business:

- Does any of your staff need to improve their Team Leading skills?
- Do you feel that your organisation's productivity and efficiency could be increased from improving your employees' Team Leading skills?
- You would like to improve Team Leading skills, but find courses either too general or fear training will impact too heavily on your staff's work commitments?

### Flexible & Tailored Training Package

The Team Leading course will be tailored to the needs of your business (content and delivery) and will consist of a series of practical units and **work-based assessment**. Candidates will take 4 mandatory units as well as a choice of 2 optional units:

#### Mandatory Units

- Manage your own resources
- Provide leadership for your team
- Develop productive working relationships with colleagues
- Ensure your actions reduce risks to health and safety

#### Optional Units

- (1) Encourage innovation in your team; (2) Allocate and check work in your team; (3) Provide learning opportunities for colleagues; (4) Resolve customer service problems; (5) Support customer service improvements; (6) participate in meetings; (7) Help team members address problems affecting their performance

### How does the Training work?

Comprehensive bespoke training will be provided to your staff in a highly flexible manner, tailored in order to minimise impact on normal working commitments. Courses can commence at any time during the year.

#### Work-Based Assessment

A key advantage to this training course is that can be delivered and assessed in the workplace and requires the candidate to put together a portfolio of work. A WMC Assessor will advise and guide the candidate on structuring and completing this portfolio.

#### Qualification

This course will provide your employee with a cross-industry recognised National Vocational Qualification in Team Leading, developed by the Management Standards Centre. This helps to motivate and retain your staff.

**To book, find out more and/or request a Taster Session, please call 020 7255 4738 or email us at [Training@wmcollege.ac.uk](mailto:Training@wmcollege.ac.uk)**