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Qualification Specification

Highfield Level 2 Certificate in Team Leading Principles (RQF)

Qualification Number: 600/5176/0

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Contents

Introduction	3
Qualification regulation and support.....	3
Key facts	3
Qualification overview and objective	3
Entry requirements.....	3
Assessor requirements	4
Internal quality assurance (IQA) requirements	4
Countersigning strategy.....	5
Reasonable adjustments and special considerations.....	5
ID requirements	5
Progression opportunities.....	5
Appendix 1: Qualification structure.....	6
Appendix 2: Qualification content.....	7
Appendix 3: Sample assessment material.....	13

Highfield Level 2 Certificate in Team Leading Principles (RQF)

Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager.

Qualification regulation and support

The Level 2 Certificate in Team Leading Principles (RQF) has been developed and is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF includes qualifications regulated by Ofqual and CCEA Regulation. It is also suitable for delivery in Wales and is regulated by Qualifications Wales.

Key facts

Qualification number:	600/5176/0
Learning aim reference:	60051760
Credit value:	13
Assessment method:	Portfolio of evidence
Guided learning hours (GLH):	55
Total qualification time (TQT):	130

Qualification overview and objective

The objective of this qualification is to support learners in a team leading role in the workplace. It is aimed at learners who are new to team leading or looking to progress into this type of job role. The qualification will allow learners to develop their knowledge and understanding of a team leading role, resulting in the achievement of a nationally recognised qualification. This qualification can be applied to a range of occupational sectors.

Topics covered include team leading responsibilities, managing yourself and providing direction to your team and communicating information and knowledge in the workplace.

Entry requirements

This qualification is approved for delivery to learners aged 16+.

It is advised that learners have a minimum of level 2 in literacy and numeracy before enrolling onto this course.

Guidance on delivery

The total qualification time for this qualification is 130 and of this 55 are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

Guidance on assessment

This qualification is assessed by portfolio of evidence which will be internally assessed and internally quality assured by the centre. This qualification is graded as pass/fail.

Suggested paperwork is available to download from the Highfield Qualifications website. If a centre would like to use alternative paperwork, this must be sent to the External Quality Support team for approval.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Guidance on quality assurance

Highfield Qualifications require centres to have in place a robust mechanism for internal quality assurance. Internal quality assurance must be completed by an appropriately qualified person and that person must not have been involved in any aspect of the delivery or assessment of the course they are quality assuring.

Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent in preparing the learner for assessment.

For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) policy in the members' area of the Highfield website. This policy should be read in conjunction with this specification and all other relevant Highfield documentation.

Assessor requirements

Highfield Qualifications requires nominated assessors for this qualification to meet the following:

- have occupational experience in the qualification sector and in-depth technical understanding related to the qualifications for which they are assessing learners
- hold or be working towards a recognised assessing qualification, which could include any of the following:
 - Level 3 Award in Assessing Competence in the Work Environment
 - A1/A2
 - D32/D33
- maintain appropriate continued professional development for the subject area

Internal quality assurance (IQA) requirements

Highfield Qualifications requires internal quality assurers for this qualification to meet the following:

- have occupational experience in the qualification sector and sufficient technical understanding related to the qualifications that they are internally verifying.
- hold or be working towards a recognised internal quality assurance qualification, which could include any of the following:
 - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
 - D34
- maintain appropriate continued professional development for the subject area

Countersigning strategy

While it is a minimum requirement for centres to have the appropriately qualified workforce in place, it is understood that centres may have new personnel who are working towards those requirements. During this period, centres are required to have a robust countersigning strategy in place that supports and validates unqualified assessment/quality assurance decisions, until the point where they meet the requirements as detailed above.

Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card etc.

If a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.

Progression opportunities

On successful completion of this qualification, learners may wish to continue their development by undertaking one of the following qualifications:

- Level 2 Diploma in Team Leading
 - Level 3 Diploma in Management
 - Qualifications in coaching and mentoring
 - Qualifications in project management
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Appendix 1: Qualification structure

To complete the **Highfield Level 2 Certificate in Team Leading Principles (RQF)**, learners must complete all units within the mandatory group, totaling 13 credits.

Mandatory group

Learners must achieve **all units** in this group.

Unit reference	Unit title	Level	GLH	Credit
A/602/1295	Team Leading Responsibilities	2	20	5
F/602/1282	Managing yourself and providing direction to your team	2	20	5
T/602/1294	Communicating Information and Knowledge in the Workplace	2	15	3

Appendix 2: Qualification content

Unit 1: Team leading responsibilities

Unit number: A/602/1295

Credit: 5

GLH: 20

Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p>1. Understand how to develop productive working relationships with colleagues</p>	<p>1.1 Describe the benefits of developing productive working relationships with colleagues</p> <p>1.2 Identify how to form relationships with colleagues and those in other organisations</p> <p>1.3 Describe how to behave professionally when working with colleagues</p>
<p>2. Understand how to communicate effectively with colleagues</p>	<p>2.1 Identify the principles of effective communication</p> <p>2.2 Identify how to communicate effectively with colleagues</p> <p>2.3 Describe how to receive and clarify own understanding of information when communicating</p>
<p>3. Understand how to manage conflict with colleagues</p>	<p>3.1 Identify how to recognise conflicts of interests with colleagues</p> <p>3.2 Identify measures that can be used to manage or resolve conflicts</p>
<p>4. Understand how to manage diversity in working relationships</p>	<p>4.1 Identify how to take account of diversity issues when developing productive working relationships</p>
<p>5. Understand the importance of information exchange and feedback</p>	<p>5.1 Identify the importance of exchanging information and resources with colleagues</p> <p>5.2 Identify how to use feedback on your own performance from colleagues</p> <p>5.3 Describe how to provide useful feedback to colleagues</p>

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p>6. Understand leadership styles and ways of motivating, supporting and encouraging teams</p>	<p>6.1 Identify different styles of leadership</p> <p>6.2 Identify ways to motivate, support and encourage team members</p> <p>6.3 Describe how to recognise team achievement</p> <p>6.4 Explain why it is important to encourage others to take the lead</p> <p>6.5 Explain what the benefits are of recognising creativity and innovation within a team</p>
<p>7. Understand how to manage conflict when leading a team</p>	<p>7.1 Identify the types of conflict that may arise within a team</p> <p>7.2 Explain how to manage possible conflict within a team</p>
<p>8. Understand how to identify work-related difficulties and how to find potential solutions</p>	<p>8.1 Identify types of work-related difficulties and conflicts of interest</p> <p>8.2 Explain how to resolve identified and potential work-related difficulties</p>

Unit 2: Managing yourself and providing direction to your team

Unit number: F/602/1282
 Credit: 5
 GLH: 20
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Understand the principles of resource management and managing resources	1.1 Identify why managing your own knowledge and understanding is important 1.2 Identify why managing your own skills and time is important 1.3 Identify the requirements of a work role 1.4 Know how to set work objectives which are SMART 1.5 Identify a range of development activities that contribute to your own performance
2. Understand how to plan and undertake development effectively	2.1 Identify what an effective development plan should contain 2.2 Identify the different types of development activities that can be undertaken to address identified gaps in knowledge and understanding 2.3 Identify how development activities contribute to performance
3. Understand how to monitor your own development	3.1 Identify how to update development plans and work objectives in light of your performance 3.2 Identify how to update development plans and work objectives in light of feedback received from colleagues and managers 3.3 Identify how to record the use of your time and identify possible improvements
4. Understand how to identify team leading qualities	4.1 Describe different ways of communicating effectively with a team 4.2 Identify how to set work objectives that are SMART

<p>5. Understand the importance of planning within team leading</p>	<p>5.1 Identify how to plan the achievement of team objectives</p> <p>5.2 Describe why it is important to involve team members in the planning process</p> <p>5.3 Identify why it is important to show team members how personal work objectives contribute to the overall achievement of team objectives</p>
<p>6. Understand leadership styles and ways of motivating, supporting and encouraging teams</p>	<p>6.1 Identify different styles of leadership</p> <p>6.2 Identify ways to motivate, support and encourage team members to achieve work objectives</p> <p>6.3 Describe how to recognise team achievement</p> <p>6.4 Explain why it is important to encourage others to take the lead</p> <p>6.5 Explain what the benefits are of recognising creativity and innovation within a team</p>
<p>7. Understand how to manage conflict and difficulties when leading a team</p>	<p>7.1 Identify the types of conflict and difficulties that may arise within a team</p> <p>7.2 Explain how to manage possible conflict and difficulties within a team</p> <p>7.3 Explain how support can be given to colleagues to overcome difficulties and conflict</p>

Unit 3: Communicating information and knowledge in the workplace

Unit number: T/602/1294

Credit: 3

GLH: 15

Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
1. Understand how to identify information required and its reliability for communication	1.1 Identify the types of information and knowledge that need to be communicated 1.2 Identify the target audiences that require information and knowledge
2. Understand communication techniques and how to communicate effectively with colleagues	2.1 Identify different types of communication techniques 2.2 Identify the principles of effective communication 2.3 Identify how to communicate effectively with colleagues 2.4 Describe how to make sure that the team has received and understood the information being communicated
3. Understand how to adapt communication techniques and methods with teams	3.1 Identify how to adapt communication techniques with team members 3.2 Identify different types of verbal and non-verbal communication 3.3 Describe how to modify communication methods in response to verbal and non-verbal feedback
4. Understand how to plan and allocate work for a team	4.1 Explain how to develop a plan of work for a team 4.2 Identify how plans of work need to be agreed with a team 4.3 Explain why it is important to allocate work to team members giving SMART targets 4.4 Describe why it is important to agree standards of work

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p>5. Understand how to lead team members to achieve team objectives</p>	<p>5.1 Explain why it is important to support team members in order to achieve team objectives</p>
<p>6. Understand how to monitor and evaluate the performance of team members</p>	<p>6.1 Describe why it is important to monitor and evaluate team members' performance</p> <p>6.2 Explain how to assess team members' work against agreed standards and objectives</p> <p>6.3 Describe how to recognise the achievements of team members</p>
<p>7. Understand how to manage conflict when leading a team</p>	<p>7.1 Identify the types of conflict that may arise within a team</p> <p>7.2 Explain how to manage possible conflict within a team</p>

Appendix 3: Sample assessment material

Highfield provides an assessment pack for this qualification which is available to download from the Members' Area of the website.

This pack contains sample tracking sheets and templates that learners and assessors can use when creating their portfolios of evidence.

We listen and respond


Unit Achievement Summary Sheet
Highfield Level 2 Certificate in Team Leading Principles (RQF)

Qualification Structure
The qualification consists of 3 mandatory units.

Mandatory Group: All units in this group must be achieved (15 credits)

Tick box	Unit reference	Unit title	Level	GLH	Credit	Date of completion
<input type="checkbox"/>	A/602/1295	1. Team Leading Responsibilities	2	20	5	█
<input type="checkbox"/>	F/602/1282	2. Managing yourself and providing direction to your team	2	20	5	█
<input type="checkbox"/>	T/602/1294	3. Communicating Information and Knowledge in the Workplace	2	15	3	█

Declaration
I confirm that the evidence provided by the Learner has been produced and authenticated in accordance with the assessment specification for this qualification and that the assessment was carried out under the specific conditions for the qualification.

Assessor Signature: █ Date: █

IQA Signature (if sampled): █ Date: █

EQS Signature (if sampled): █ Date: █

Highfield Level 2 Certificate in Team Leading Principles (RQF)
5

We listen and respond


Evidence Tracking Sheet

Learner Name: █
Centre Name: █

Mandatory Unit 1: Team Leading Responsibilities (A/602/1296)

Assessment Criteria				
Learning Outcome	Assessment Criteria	Evidence Type	Evidence Reference	Date
1. Understand how to develop productive working relationships with colleagues	1.1 Describe the benefits of developing productive working relationships with colleagues	█	█	█
	1.2 Identify how to form relationships with colleagues and those in other organisations	█	█	█
	1.3 Describe how to behave professionally when working with colleagues	█	█	█
2. Understand how to communicate effectively with colleagues	2.1 Identify the principles of effective communication	█	█	█
	2.2 Identify how to communicate effectively with colleagues	█	█	█
	2.3 Describe how to receive and clarify own understanding of information	█	█	█

Highfield Level 2 Certificate in Team Leading Principles (RQF)
10