

### Who is this NVQ for?

The Level 2 NVQ in Team Leading is a 'cross-sector' qualification. This means that this NVQ can be taken by team leaders or similar positions across a wide variety of areas, including NHS trusts, educational institutions, government departments and the private sector.

At Level 2 you can expect to be working as a team leader or in a similar position. There are four mandatory units at this level covering resource management, leadership, working with colleagues and health and safety, together with a choice of option units. To achieve the whole qualification you must prove competence in four mandatory units and two option units.

#### **Mandatory units**

- Unit A1: Manage your own resources
- Unit B5: Provide leadership for your team
- Unit D1: Develop productive working relationships with colleagues
- Unit E5: Ensure your own actions reduce risks to health and safety

#### **Option units**

- Unit C1: Encourage innovation in your team
- Unit D5: Allocate and check work in your team
- Unit D7: Provide learning opportunities for colleagues
- Unit D8: Help team members address problems affecting their performance
- Unit D12: Participate in meetings
- Unit F5: Resolve customer service problems
- Unit F7: Support customer service improvements