

LEVEL 2 Certificate in Principles of Team Leading

A 100% online qualification to build the leadership skills to lead a team, with full tutor support throughout.

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CREDITS

180

TQT

160

GLH

8

UNITS

OVERVIEW

Builds the knowledge to lead a team effectively. You will cover leadership styles and team dynamics, workplace communication, performance and conflict management, customer service, coaching and personal development. Suitable for individuals developing their leadership skills and for employers upskilling a team. Delivered 100% online.

WHO IS IT FOR?

For people in any sector who want to move into team leading, and for employers who want to upskill their staff. There are no practical requirements or work placements.

DURATION & DELIVERY

Study 100% online through BSA's Virtual Learning Environment with full tutor support. Take up to 6 months at your own pace, or fast-track in as little as 4 weeks.

ASSESSMENT & VERIFICATION

Assessed by portfolio rather than exam, internally marked by BSA's qualified assessors and externally verified by NCFE.

- Eight written assignments and work products
- Submit work a month before the February or July sampling

UNIT STRUCTURE

1. Principles of Team Leading
2. Understanding Safeguarding
3. Understand How to Communicate Work-Related Information
4. Understand How to Manage Performance and Conflict In The Workplace
5. Understand How to Deliver Customer Service and Resolve Problems
6. Understand How to Develop Working Relationships with Colleagues
7. Introduction to Coaching
8. Understand Personal Development

CAREER PATHS

A stepping stone into leadership roles such as Team Leader, Section Leader, Floor Leader, Trainee Supervisor, Call Centre Team Manager or Supervisor.

COURSE FACTS

Awarding body: NCFE

Qualification No.: [603/3883/0](#)

Level: Level 2

Regulator: Ofqual

Study mode: 100% online

Minimum age: 16+

ENTRY REQUIREMENTS

- Aged 16+
- No other specific entry requirements

PROGRESSION

On successful completion, learners can progress directly to:

- [Focus Awards Level 2 Award in Employment Rights and Responsibilities \(RQF\)](#)
- [NCFE Level 2 Certificate in Equality and Diversity \(RQF\)](#)
- [Focus Awards Level 3 Award in Education and Training \(RQF\)](#)
- [Focus Awards Level 3 Certificate in Supporting Teaching and Learning in Schools \(RQF\)](#)
- [Focus Awards Level 4 Certificate for Higher Level Teaching Assistants \(RQF\)](#)