

APPRENTICESHIP IN TEAM LEADING

APPRENTICESHIP	
Level 2 NVQ – Six units	
4 Mandatory and 2 Optional units	
Mandatory - all	
1	Manage your own resources
2	Provide leadership for your team
3	Develop productive working relationships with colleagues
4	Ensure your own actions reduce risks to health and safety
Optional – choose 2	
5	Encourage innovation in your team
6	Allocate and check work in your team
7	Provide learning opportunities for colleagues
8	Help team members address problems affecting their performance
9	Participate in meetings
	Resolve customer service problems
	Support customer service improvements
Key Skills	
Application of Number at Level 1	
Communication at Level 2	
Certificate in Team Leading at Level 2	