



# apprenticeship

including:

- Level 1 Key Skills in Communication
- Level 1 Key Skills in Application of Number
- Employers Rights & Responsibilities (ERRs)
- Level 2 BTEC Award Introducing Team Leading



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# team leading

This qualification is aimed at team leaders and supervisors who are primarily responsible for motivating their team members and meeting agreed outputs and targets within any industry sector, resolving issues and developing management skills.

This course includes a free one-year studying membership with the ILM.

### 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 \*

### optional units (choose 2)

- unit C1 Encourage innovation in your team
- unit D5 Allocate and check work in your team
- unit D7 Provide learning opportunities for colleagues
- unit D9 Build and manage teams
- unit D11 Lead meetings
- unit D12 Participate in meetings
- unit D14 Initiate and follow disciplinary procedure
- unit D15 Initiate and follow grievance procedure
- unit D16 Manage redundancies in your area of responsibility
- unit E10 Take effective decisions
- unit E11 Communicate information and knowledge
- unit E14 Support team and virtual working
- unit E15 Procure supplies
- unit E16 Select suppliers through a tendering process
- unit F5 Resolve customer service problems \*\*
- unit F7 Support customer service improvements \*\*
- unit F13 Manage quality systems
- unit F14 Prepare for and participate in quality audits
- unit F15 Carry out quality audits
- unit F19 Sell products / services to customers

