



**Cambrian  
Training**  
**Hyfforddiant  
Cambrian** ®

# FOUNDATION APPRENTICESHIP LEVEL 2 IN TEAM LEADING



## **WHO IS IT FOR?**

This qualification is designed for learners who are working in, or want to work in the business and professional management sector.

## **WHAT DOES THE QUALIFICATION COVER?**

It provides you with the opportunity to develop and demonstrate competence in the following roles:

- Team Leader
- Section leader
- Trainee Supervisor
- Supervisor

It offers the opportunity to demonstrate skills and knowledge needed to develop the core competencies of the above roles, including team leadership styles, team dynamics, problem solving, providing support, managing the work of teams and communication techniques.

The qualification has been designed to develop personal growth and engagement in learning through the development of personal, learning and thinking skills (PLTS).

## **CONTACT OUR BUSINESS DEVELOPMENT TEAM VIA:**

E: [info@cambriantraining.com](mailto:info@cambriantraining.com)  
T: 01938 555893



## MANDATORY UNITS

Manage personal and professional development
Communicate work-related information
Lead and manage a team
Principles of team leading
Understand business

## OPTIONAL GROUP B – MINIMUM OF 12 CREDITS

Develop working relationships with colleagues
Contribute to meetings in a business environment
Principles of equality and diversity in the workplace
Promote equality, diversity and inclusion in the workplace
Manage team performance
Manage individuals' performance
Chair and lead meetings
Encourage innovation
Manage conflict in a team
Procure products and/or services
Collaborate with other departments
Participate in a project

## OPTIONAL GROUP C – MINIMUM OF 6 CREDITS

Health and safety procedure in a workplace
Store and retrieve information
Handle mail
Employee rights and responsibilities
Deliver customer service
Understand customers
Resolve customer service problems
Negotiate in a business environment
Develop a presentation
Deliver a presentation
Resolve customer's complaints