

## DL - Level 2 Certificate in Principles of Team Leading

### Course Code

DIS/TEAML/23/1/OL

### Time and duration

Start Date:

Start Time: 00:00

Weeks: 0

### Location

Online

Online

ZZ99 9ZZ

### Duration

You will be allocated 24 weeks to complete this qualification as an online, home study approach

### Course Description

If you're looking to develop your team leading skills to manage a team effectively, this fully online level 2 Team Leader course will help you do just that. This qualification will teach you the principles of team leading, how to use different styles of leadership to enhance your team's performance, and how to motivate team members to get the best out of them. You'll learn how to manage conflict within teams, how to handle dissatisfied customers and how to be the best mentor possible

### Topics Covered

Principles of team leading

Understanding business

Understand how to communication work related information

Understand different types of customers

Understand customer service delivery

Understand the principles of effective team working

Know health and safety procedures in the workplace

Understanding the role of a team leader

### How Will I Be Assessed

You will be allocated a user name and password to log onto the system to upload your work. You will be allocated an assessor who will provide you with regular feedback digitally on the work that you upload. However, you can request a 1:1 if you feel this would be beneficial

## Is There Any Entry Requirement

No, but you will be required to undertake a short initial assessment. You need to be aware this is a level 2 course and as such deals with content at that level, therefore a good standard of literacy is required

## Eligibility Criteria

There are no costs for this course. But you do need to be age 19+, have lived in the EU for 3 years and be a Liverpool City Region resident

## How Do I Enrol

To find out more or to book a place on the course please contact:

Adult Learning Services 0151 511 7788

Email: [adult.learning@halton.gov.uk](mailto:adult.learning@halton.gov.uk)