

**NCFE Level 2 Certificate in Principles of Team Leading (603/3883/0)**

**Statement of authenticity**

Learner name:

Centre number:

Centre name:

**Signatures**

Learner: Date:

Tutor/Assessor: Date:

Internal Quality Assurer (IQA)\*: Date:

External Quality Assurer (EQA)\*: Date:

\* For completion if part, or all, of the evidence has been sampled by the Internal and/or External Quality Assurer

**Unit 01 Principles of team leading (F/617/3594)**

**Learning outcome 01**

**You will:** understand leadership styles in organisations

You must:

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| **1.1 Describe characteristics of effective leaders** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

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| **1.2 Describe different leadership styles and their potential impact on team performance** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.3 Explain the benefits of effective leadership for organisations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Principles of team leading (F/617/3594) (cont’d)**

**Learning outcome 02**

**You will:** understand team dynamics

You must:

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| **2.1 Explain the purpose of different types of teams** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.2 Describe the stages of team development and behaviour** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.3 Explain the concept of team role theory** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Principles of team leading (F/617/3594) (cont’d)**

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| **2.4 Explain how the principle of team role theory is used in team building and leadership** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.5 Explain typical sources of conflict within a team and how they could be managed** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Principles of team leading (F/617/3594) (cont’d)**

**Learning outcome 03**

**You will:** understand techniques used to manage the work of teams

You must:

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| --- | --- |
| **3.1 Explain the factors to be taken into account when setting targets** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.2 Describe a range of techniques to monitor the flow of work of a team** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.3 Describe techniques to identify and solve problems within a team** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Principles of team leading (F/617/3594) (cont’d)**

**Learning outcome 04**

**You will:** understand the impact of change management within a team

You must:

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| --- | --- |
| **4.1 Describe typical reasons for organisational charge** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **4.2 Explain the importance of accepting change positively** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **4.3 Explain the potential impact on a team of negative responses to change** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Principles of team leading (F/617/3594) (cont’d)**

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| **4.4 Explain how to implement change within a team** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 01 Principles of team leading (F/617/3594) (cont’d)**

**Learning outcome 05**

**You will:** understand team motivation

You must:

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| **5.1 Explain the meaning of the term ‘motivation’** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **5.2 Explain factors that affect the level of motivation of team members** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **5.3 Describe techniques that can be used to motivate team members** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 01 Principles of team leading (F/617/3594) (cont’d)**

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| **5.4 Explain how having motivated staff affects an organisation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 02 Understand business (J/617/3595)**

**Learning outcome 01**

**You will:** understand organisational structures

You must:

|  |  |
| --- | --- |
| **2.1 Explain the differences between the private sector, the public sector and the voluntary**  **sector** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.2 Explain the features and responsibilities of different business structures** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 02 Understand business (J/617/3595) (cont’d)**

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| **2.3 Explain the relationship between an organisation’s vision, mission, strategy and objectives** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 02 Understand business (J/617/3595) (cont’d)**

**Learning outcome 02**

**You will:** understand the business environment

You must:

|  |  |
| --- | --- |
| **2.1 Describe the internal and external influences on a business** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

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| **2.2 Explain the structure and use of a strength, weakness, opportunity and threat (SWOT)**  **analysis** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 02 Understand business (J/617/3595) (cont’d)**

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| **2.3 Explain why change can be beneficial to business organisations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 02 Understand business (J/617/3595) (cont’d)**

**Learning outcome 03**

**You will:** understand business reporting within an organisation

You must:

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| --- | --- |
| **3.1 Explain methods of measuring business performance** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.2 Explain the uses of management information and reports** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.3 Explain how personal and team performance data is used to inform management reports** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.4 Describe a Team Leader’s responsibility for reporting to internal stakeholders** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 03 Understand how to communicate work-related information (L/617/3596)**

**Learning outcome 01**

**You will:** understand the principles and techniques of work-related communication

You must:

|  |  |
| --- | --- |
| * 1. **Describe communication techniques used to gain and maintain the attention and interest**   2. **of an audience** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.2 Explain the principles of effective written business communications** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 03 Understand how to communicate work-related information (L/617/3596) (cont’d)**

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| **1.3 Explain the principles of effective verbal communications in a business environment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.4 Describe the importance of checking the accuracy and currency of information to be**  **communicated** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.5 Describe the importance of explaining to others the level of confidence that can be placed**  **on the information being communicated** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 03 Understand how to communicate work-related information (L/617/3596) (cont’d)**

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| **1.6 Describe the advantages and disadvantages of different methods of communication for**  **different purposes** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 03 Understand how to communicate work-related information (L/617/3596) (cont’d)**

**Learning outcome 02**

**You will:** understand how to prepare for meetings

You must:

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| --- | --- |
| **2.1 Explain the structure and purpose of different types of meetings in a business environment** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.2 Explain how to prepare for different types of meetings** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.3 Explain the importance of having a meeting agenda which addresses objectives** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 03 Understand how to communicate work-related information (L/617/3596) (cont’d)**

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| **2.4 Explain the importance of confirming objectives to be achieved during the meeting with the**  **relevant people** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.5 Describe your responsibilities when leading or chairing a meeting** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 04 Understand how to manage performance and conflict in the workplace (D/507/5646)**

**Learning outcome 01**

**You will:** understand the management of team performance

You must:

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| --- | --- |
| **1.1 Explain the use of benchmarks in managing team performance** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.2 Explain a range of quality management techniques to manage team performance** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.3 Describe constraints on the ability to amend priorities and plans** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 04 Understand how to manage performance and conflict in the workplace (D/507/5646)**

**(cont’d)**

**Learning outcome 02**

**You will:** understand the management of underperformance in the workplace

You must:

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| --- | --- |
| **2.1 Explain typical organisational policies and procedures on discipline, grievance and**  **dealing with underperformance** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.2 Explain how to identify causes of underperformance** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 04 Understand how to manage performance and conflict in the workplace (D/507/5646)**

**(cont’d)**

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| **2.3 Explain the purpose of making individuals aware of their underperformance clearly but**  **sensitively** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.4 Explain how to address issues that hamper an individuals’ performance** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.5 Explain how to agree a course of action to address underperformance** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 04 Understand how to manage performance and conflict in the workplace (D/507/5646)**

**(cont’d)**

**Learning outcome 03**

**You will:** understand the principles of conflict management

You must:

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| **3.1 Evaluate the suitability of different methods of conflict management in different situations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.2 Describe the personal skills needed to deal with conflict between other people** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 04 Understand how to manage performance and conflict in the workplace (D/507/5646)**

**(cont’d)**

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| **3.3 Analyse the potential consequences of unresolved conflict within a team** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.4 Explain the role of external arbitration and conciliation in conflict resolution** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 05 Understand customers (D/507/5968)**

**Learning outcome 01**

**You will:** understand different types of customer

You must:

|  |  |
| --- | --- |
| **1.1 Explain the distinctions between internal and external customers** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.2 Explain how cultural factors can affect customers’ expectations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.3 Describe the characteristics of challenging customers** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 05 Understand customers (D/507/5968) (cont’d)**

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| **1.4 Explain how to identify dissatisfied customers** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.5 Describe common techniques for dealing with dissatisfied customers** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 05 Understand customers (D/507/5968)**

**Learning outcome 02**

**You will:** understand the value of customers and their loyalty

You must:

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| --- | --- |
| **2.1 Explain how achievement of the customer service offer contributes to enhancing**  **customer loyalty** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.2 Explain the relationship between customer satisfaction and organisational performance** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 05 Understand customers (D/507/5968) (cont’d)**

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| **2.3 Explain how the reputation and image of an organisation affects customers’ perceptions of**  **Its products and/or services** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.4 Explain the potential consequences of customers’ dissatisfaction** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.5 Describe different methods of attracting customers and retaining their loyalty** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 06 Understand how to deliver customer service and resolve problems (F/507/5980)**

**Learning outcome 01**

**You will:** understand customer service delivery

You must:

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| **1.1 Explain the relationship between customers’ needs and expectations and customer**  **satisfaction** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.2 Describe the features and benefits of an organisation’s products and/or services** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 06 Understand how to deliver customer service and resolve problems (F/507/5980) (cont’d)**

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| **1.3 Explain the importance of treating customers as individuals** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.4 Explain the importance of balancing promises made to customers with the needs of an**  **organisation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.5 Explain when, and to whom, to escalate problems** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 06 Understand how to deliver customer service and resolve problems (F/507/5980) (cont’d)**

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| **1.6 Describe methods of measuring their own effectiveness in the delivery of customer service** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 06 Understand how to deliver customer service and resolve problems (F/507/5980) (cont’d)**

**Learning outcome 02**

**You will:** understand the relationship between customer service and a brand

You must:

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| --- | --- |
| **2.1 Explain the importance of a brand to an organisation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.2 Explain how a brand affects an organisation’s customer service offer** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **2.3 Explain the importance of using customer service language that supports a brand promise** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

**Unit 06 Understand how to deliver customer service and resolve problems (F/507/5980) (cont’d)**

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| **2.4 Identify their own role in ensuring that a brand promise is delivered** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 06 Understand how to deliver customer service and resolve problems (F/507/5980) (cont’d)**

**Learning outcome 03**

**You will:** understand the resolution of customer service problems

You must:

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| **3.1 Describe an organisation’s customer service and complaints procedures** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

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| **3.2 Describe techniques to identify customer service problems and their causes** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

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| **3.3 Describe techniques to deal with situations where customers become agitated or angry** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 06 Understand how to deliver customer service and resolve problems (F/507/5980) (cont’d)**

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| **3.4 Explain the limits of their own authority for resolving customers’ problems and making**  **promises** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.5 Explain the purpose of encouraging customers to provide feedback** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **3.6 Describe methods used to encourage customers to provide feedback** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 07 Principles of equality and diversity in the workplace (R/617/3597)**

**Learning outcome 01**

**You will:** understand the implications of equality legislation

You must:

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| --- | --- |
| **1.1 Define the concept of ‘equality and diversity’** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

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| **1.2 Describe the legal requirements for equality of opportunity** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback** | |

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| **1.3 Describe the role and powers of organisations responsible for equality** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 07 Principles of equality and diversity in the workplace (R/617/3597) (cont’d)**

|  |  |
| --- | --- |
| **1.4 Explain the benefits of equal opportunities and diversity** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.5 Explain the potential consequences for an organisation failing to comply with equality**  **legislation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 07 Principles of equality and diversity in the workplace (R/617/3597) (cont’d)**

**Learning outcome 02**

**You will:** understand organisational standards and expectations for equality and diversity in the

workplace

You must:

|  |  |
| --- | --- |
| **2.1 Explain how organisational policies on equality and diversity translate into day-to-day**  **activity in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.2 Describe their own responsibilities for equality and diversity in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.3 Describe behaviours that support equality, diversity and inclusion in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 08 Understand how to develop working relationships with colleagues (Y/617/3598)**

**Learning outcome 01**

**You will:** understand the principles of effective team working

You must:

|  |  |
| --- | --- |
| **1.1 Outline the benefits of effective team working** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.2 Describe how to give feedback constructively** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.3 Explain conflict management techniques that may be used to resolve team conflicts** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 08 Understand how to develop working relationships with colleagues (Y/617/3598) (cont’d)**

|  |  |
| --- | --- |
| * 1. **Explain the importance of giving team members the opportunity to discuss work progress**   **and any issues arising** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| * 1. **Explain the importance of warning colleagues of problems and changes that may affect**   2. **them** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 08 Understand how to develop working relationships with colleagues (Y/617/3598) (cont’d)**

**Learning outcome 02**

**You will:** understand how to develop working relationships with other teams and departments

You must:

|  |  |
| --- | --- |
| **2.1 Explain the need to develop working relationships with other teams** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.2 Identify the benefits of developing working relationships with other teams and**  **departments** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 08 Understand how to develop working relationships with colleagues (Y/617/3598) (cont’d)**

|  |  |
| --- | --- |
| **2.3 Describe ways in which working relationships with other teams and departments can be**  **developed** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.4 Explain the potential impact of ineffective working relationships with other teams and**  **departments** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 09 Understand health and safety procedures in the workplace (D/617/3599)**

**Learning outcome 01**

**You will:** know health and safety procedures in the workplace

You must:

|  |  |
| --- | --- |
| * 1. **Define the main responsibilities for health and safety in the workplace for the following:**   + **employers**   + **employees** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.2 Describe their own responsibilities for health and safety in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 09 Understand health and safety procedures in the workplace (D/617/3599) (cont’d)**

|  |  |
| --- | --- |
| **1.3 Describe 2 health and safety laws affecting the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.4 Define the importance of following health and safety procedures in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.5 Define the types of information or support available in relation to a specified aspect of**  **health and safety in the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 10 Understand how to develop and deliver a presentation (T/507/4339)**

**Learning outcome 01**

**You will:** understand how to develop a presentation

You must:

|  |  |
| --- | --- |
| **1.1 Explain best practice in developing presentations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.2 Explain who needs to be consulted on the development of a presentation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.3 Explain the factors to be taken into account in developing a presentation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 10 Understand how to develop and deliver a presentation (T/507/4339) (cont’d)**

|  |  |
| --- | --- |
| **1.4 Analyse the advantages and limitations of different communication media** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 10 Understand how to develop and deliver a presentation (T/507/4339)**

**Learning outcome 02**

**You will:** understand the principles underpinning the delivery of presentations

You must:

|  |  |
| --- | --- |
| **2.1 Analyse the advantages and limitations of different methods of, and media for, making**  **presentations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.2 Explain how the type and size of the audience affects the delivery of a presentation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 10 Understand how to develop and deliver a presentation (T/507/4339) (cont’d)**

|  |  |
| --- | --- |
| **2.3 Explain the factors to be taken into account in developing contingency plans when**  **delivering presentations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.4 Explain voice projection and timing techniques when delivering presentations** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.5 Explain the factors to be taken into account in responding to questions from an**  **audience** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 10 Understand how to develop and deliver a presentation (T/507/4339) (cont’d)**

|  |  |
| --- | --- |
| **2.6 Explain different methods for evaluating the effectiveness of a presentation** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 11 Introduction to coaching (J/617/3600)**

**Learning outcome 01**

**You will:** understand coaching in the workplace

You must:

|  |  |
| --- | --- |
| **1.1 Describe what coaching is** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.2 Identify how coaching can be used in the context of the workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 11 Introduction to coaching (J/617/3600) (cont’d)**

|  |  |
| --- | --- |
| **1.3 Identify the benefits of coaching for the:**   * + **organisation**   + **manager**   + **team**   + **individual.** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 11 Introduction to coaching (J/617/3600) (cont’d)**

**Learning outcome 02**

**You will:** understand how to coach individuals in the team

You must:

|  |  |
| --- | --- |
| **2.1 Describe a coaching model that could be used to support effective coaching in the**  **workplace** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.2 Identify barriers to coaching in the workplace and describe ways to overcome them** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 11 Introduction to coaching (J/617/3600) (cont’d)**

|  |  |
| --- | --- |
| **2.3 Explain the use of learning styles in coaching** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.4 Identify the key elements of a coaching plan** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.5 Identify the importance of setting goals and targets** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 11 Introduction to coaching (J/617/3600) (cont’d)**

|  |  |
| --- | --- |
| **2.6 Explain the importance of constructive feedback in the coaching relationship** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.7 Explain the importance of maintaining records of coaching** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 12 Introduction to mentoring (L/617/3601)**

**Learning outcome 01**

**You will:** understand the purpose and benefits of mentoring

You must:

|  |  |
| --- | --- |
| **1.1 Explain what mentoring is** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.2 Describe the role of a mentor** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.3 Identify different types of mentoring** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 12 Introduction to mentoring (L/617/3601)**

|  |  |
| --- | --- |
| **1.4 Provide examples of where mentoring can be used** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.5 Describe the benefits of mentoring for the:**   * + **organisation**   + **mentor**   + **mentee.** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 12 Introduction to mentoring (L/617/3601) (cont’d)**

**Learning outcome 02**

**You will:** understand how a mentoring agreement works

You must:

|  |  |
| --- | --- |
| **2.1 Describe what is meant by a mentoring agreement** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.2 Compare informal and formal agreements** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.3 Identify the importance of making an agreement** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 12 Introduction to mentoring (L/617/3601) (cont’d)**

|  |  |
| --- | --- |
| **2.4 Describe what an agreement should cover** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.5 Explain why a mentor should set goals for the mentee** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.6 Identify the importance of mutual trust and respect between the mentor and mentee** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 12 Introduction to mentoring (L/617/3601) (cont’d)**

|  |  |
| --- | --- |
| **2.7 Provide examples of when an agreement should come to an end** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 12 Introduction to mentoring (L/617/3601) (cont’d)**

**Learning outcome 03**

**You will:** understand the skills and tools required by a mentor

You must:

|  |  |
| --- | --- |
| **3.1 Describe why good communication is essential to the role of a mentor** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **3.2 Explain why a mentor must have good listening skills** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **3.3 Identify types of question that can be used in the mentoring process** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 12 Introduction to mentoring (L/617/3601) (cont’d)**

|  |  |
| --- | --- |
| **3.4 Describe how a mentor can provide feedback to a mentee** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **3.5 Explain the importance of facilitating a mentee’s access to the information, people and**  **resources they require for their development** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **3.6 Identify the importance of reflection during the mentoring process** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 12 Introduction to mentoring (L/617/3601) (cont’d)**

|  |  |
| --- | --- |
| **3.7 Identify how to help individuals take responsibility for their own development following**  **mentoring** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 13 Understand personal development (R/617/3602)**

**Learning outcome 01**

**You will:** understand the role of a team leader

You must:

|  |  |
| --- | --- |
| **1.1 Describe the role of a team leader** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.2 Explain the knowledge and skills required to carry out the role of a team leader** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **1.3 Explain the difference between authority and accountability** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 13 Understand personal development (R/617/3602) (cont’d)**

**Learning outcome 02**

**You will:** understand how to produce a personal development plan

You must:

|  |  |
| --- | --- |
| **2.1 Explain the use of a skills audit in identifying areas for development** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.2 Identify gaps in own knowledge and skills required for the role** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.3 Identify own preferred learning style(s)** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 13 Understand personal development (R/617/3602) (cont’d)**

|  |  |
| --- | --- |
| **2.4 Identify opportunities and resources that could support own development and meet the**  **needs of own preferred learning style(s)** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.5 Describe the key elements of a personal development plan** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.6 Plan own personal development based on identified gaps in own knowledge and skills**  **required for the role** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

**Unit 13 Understand personal development (R/617/3602) (cont’d)**

|  |  |
| --- | --- |
| **2.7 Explain the importance of seeking and responding positively to feedback from others** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |

|  |  |
| --- | --- |
| **2.8 Explain the importance of reviewing progress against objectives within a personal**  **development plan** | |
| **What have you done to show this** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |
| **IQA/EQA feedback** | |