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Level 3
Diploma in Team Leadership
(610/5048/9)

Specification Pack

CONTENTS

ABOUT NQUAL

NQual provides high-quality vocational and occupational qualifications designed to meet the needs of learners and employers.

At NQual we are committed to certificating current and relevant qualifications that meet the demands of today's ever-changing industries. Our dedication to staying at the forefront of knowledge ensures that our qualifications reflect the latest trends in your field of interest.

QUALIFICATION SPECIFICATION

Qualification Specifications are used to inform and guide centres to deliver the qualification set out within this document. Information within this specification includes a qualification overview, unit breakdowns, assessment guidance and learning outcomes.

Alongside the specification, you will also find a qualification 'Fact Sheet'. These are used as handy tools to provide an overview of the qualifications.

QUALIFICATION INFORMATION

The NQual Level 3 Diploma in Team Leadership is regulated by Ofqual.

Qualification number: 610/5048/9

Overview

The NQual Level 3 Diploma in Team Leadership is designed to provide learners with the knowledge, skills and understanding of the principles and practices required to lead and manage teams in the workplace.

This qualification is suitable for team leaders, new or aspiring managers or those changing careers. It enables career progression, enhanced skillset, increased confidence and credibility.

The units specified within this document cover a variety of areas relevant to the sector, including developing team leadership skills, building and managing teams and communicating effectively.

Entry Requirements

- Minimum age: 18

Learners should have or be working towards a minimum of level 2 in literacy and numeracy or equivalent.

Unit Guidance

Learners must achieve all mandatory units. The total credit value for this qualification is 40.

Mandatory Units

Unit Reference	Title	Level	GLH	Credit Value
J/651/4040	Developing Team Leadership Skills	3	32	4
K/651/4041	Professional Development	3	24	3
L/651/4042	Effective Communication in the Workplace	3	48	6
M/651/4043	Project Management for Team Leaders	3	48	6
R/651/4044	Managing Team Performance	3	48	6
T/651/4045	Managing Conflict and Problem-Solving	3	40	5
Y/651/4046	Leading Remote or Virtual Teams	3	32	4
A/651/4047	Principles of Leadership and Management	3	48	6

Guided Learning Hours

These hours are made up of contact time, guidance or supervision from course tutors, trainers, or training providers. The Guided Learning Hours for this qualification is 320

Total Qualification Time

This is an estimate of the total length of time it is expected that a learner will typically take to achieve and demonstrate the level of understanding required for the award of this qualification. This includes the Guided Learning Hours and time spent completing the independent study.

The Total Qualification Time for this qualification is 400.

Delivery Options

NQual allows qualifications to be delivered both online and face-to-face. Please check the additional requirements with your Centre EQA if delivering qualifications online.

Grading and Assessment

Assessment is used to measure a learner's skill or knowledge against the standards set in this qualification. This qualification is internally assessed and externally quality assured.

The assessment process is designed to evaluate both theoretical understanding and practical application of team leader

The assessment consists of:

- An internally assessed Portfolio of Evidence and externally quality assured by NQual.

A Portfolio of Evidence can contain:

- Observation Records
- Professional Discussion and/or Q&A records
- Written answers
- Appraisals
- PowerPoint Presentations
- Witness Statements
- Reflective Accounts

Please note this is not an exhaustive list.

Approved Centre

To deliver any NQual qualification, each centre must be approved by NQual and meet the qualification approval criteria. The recognition process requires centres to implement policies and procedures to protect learners when undergoing NQual qualifications.

Approved centres must seek approval for each qualification they wish to offer.

The approval process requires centres to demonstrate that they have the resources, including staff, and processes in place to deliver and assess the qualification.

Once approved to offer this qualification, centres must register learners before any assessment takes place. Centres must follow NQual's procedures for registering learners.

Support From NQual

NQual support all new and existing approved centres. We respond to all communication within 48 hours and hold regular information webinars. If you would like to book our next webinar, please visit the 'News & Events' section on our website.

Initial Assessment

It is part of the enrolment process by the approved centre to complete an initial assessment. Approved centres must ensure everyone undertaking an NQual qualification complete some form of initial assessment. This will be used to inform the tutor/trainer of current knowledge and understanding.

Reasonable Adjustment

NQual is committed to providing fair and reasonable adjustments for learners to help reduce the effect of a disability or difficulty that places the learners at a disadvantage during an assessment. For more information on Reasonable Adjustments, please see our Reasonable Adjustments and Fair Access Policy.

Responsibilities

Assessor

It is important to note, that to assess qualification content, the assessor must be occupationally competent to assess skills-based competence and/or occupationally knowledgeable to assess knowledge-based content.

Assessors who deliver NQual qualifications must possess a qualification appropriate for the level they are delivering. Examples of these can include at least one of the following:

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- D32 Assess Candidate Performance and D33 Assess Candidate Using Differing Sources of Evidence
- A1 Assess Candidate Performance Using a Range of Methods and A2 Assessing Candidates' Performance through Observation
- Level 3 Award in Assessing Competence in the Work Environment (for competence/skills learning outcomes only)
- Level 3 Award in Assessing Vocationally Related Achievement (for knowledge learning outcomes only)
- Level 3 Certificate in Assessing Vocational Achievement
- HEI Certificate in Education
- Qualified Teacher Status Certificate in Education in Post Compulsory Education (PCE)
- Post Graduate Certificate in Education
- Teaching Certificate in Teaching in the Lifelong Learning Sector (CTLLS)
- Diploma in Teaching in the Lifelong Learning Sector (DTLLS)
- L&D9DI - Assessing workplace competence using Direct and Indirect methods (Scotland)
- L&D9D - Assessing workplace competence using Direct methods (Scotland)
- Level 4 Certificate in Education and Training
- Level 5 Diploma in Education and Training
- Level 3 Learning and Skills Assessor Apprenticeship
- Level 5 Learning and Skills Teacher Apprenticeship

Examples of evidence for subject knowledge can include:

- Qualification at the same level or above, the qualification you are delivering
- Extensive experience at the same level or above, the qualification you are delivering

Internal Quality Assurer

Centre staff who complete Internal Quality Assurance for NQual qualification must possess or be working towards a relevant qualification. Examples of these can include at least one of the following:

- D34 Unit **Internally verify the assessment process**
- V1 Verifiers Award
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice or
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice

Examples of evidence for subject knowledge must include at least one of the following:

- Qualification at the same level or above, the qualification you are quality assuring
- Extensive experience at the same level or above, the qualification you are quality assuring

MANDATORY UNITS

Unit Breakdown: NQual Level 3 Diploma in Team Leadership

Learners must complete all mandatory units for this qualification.

Unit: Developing Team Leadership Skills

Unit Code: J/651/4040

Learning Outcomes *To achieve this unit a learner must be able to:*	Assessment Criteria *Assessment of these outcomes demonstrates a learner can:*
1. Understand the key characteristics of an effective leader	1.1 Identify and explain the key characteristics of effective leaders 1.2 Compare the different leadership styles and their effectiveness in various situations
2. Understand the skills involved in being an effective leader	2.1 Identify four skills applied by an effective leader 2.2 Assess your own leadership skills
3. Understand the relationship between the leader and team member	3.1 Describe the relationship between a leader and team member 3.2 Explain three ways in which a leader and team member can develop effective working patterns 3.3 Describe four ways in which a leader motivates and organises a team
4. Understand how to develop as a leader	4.1 Describe coaching 4.2 Describe mentoring 4.3 Explain how coaching and mentoring can support your development and the development of others

Unit Summary

Learners who complete this unit will gain a comprehensive understanding of the characteristics and skills of an effective leader and compare leadership styles for different situations.

Unit Guidance

LO1

Leadership Styles: Different leadership styles such as Autocratic, Democratic, Laissez-faire, and Transformational this is not an exhaustive list.

Assessment Requirements

Portfolio evidence can include, but is not limited to:

- Professional Discussion and/or Q&A records
- Written answers
- Appraisals
- PowerPoint Presentations
- Reflective Accounts

Please note this is not an exhaustive list.

Unit: Professional Development

Unit Code: K/651/4041

Learning Outcomes *To achieve this unit a learner must be able to:*	Assessment Criteria *Assessment of these outcomes demonstrates a learner can:*
1. Understand the professional development requirements in your role	1.1 Identify the knowledge and skills required for your role 1.2 Assess your current knowledge and skills 1.3 Evaluate your current and future professional development needs relating to the role, the team and the organisation 1.4 Explain the benefits of the professional development plan
2. Be able to fulfil a professional development plan	2.1 Create a professional development plan 2.2 Review your professional development plan 2.3 Agree a professional development plan that is consistent with business needs and objectives

Unit Summary

This unit supports learners in creating a professional development plan and identifying future development needs relating to the team leader role.

Unit Guidance

LO1

Professional Development Plan (PDP): A personalised roadmap that outlines a learner's goals and how these will be achieved. A tool that helps individuals grow professionally.

Assessment Requirements

Portfolio evidence can include, but is not limited to:

- Professional Development Plan
- Reflection
- Written answers

Please note this is not an exhaustive list.

Unit: Effective Communication in the Workplace

Unit Code: L/651/4042

Learning Outcomes *To achieve this unit a learner must be able to:*	Assessment Criteria *Assessment of these outcomes demonstrates a learner can:*
1. Understand different forms of communication and their application	1.1 Explain the different forms of communication and their application 1.2 Explain how to communicate effectively (verbal, written, digital) 1.3 Discuss how to effectively chair meetings
2. Understand the skills required to actively listen.	2.1 Describe the meaning of active listening 2.2 Explain the skills required to actively listen 2.3 Evaluate your skills to be able to actively listen
3. Understand people and team management models, including team dynamics and motivation techniques	3.1 Describe different team management techniques 3.2 Describes ways in which to motivate different teams 3.3 Explain what is meant by team dynamics

Unit Summary

This unit aims to enhance learner's communication skills, learners will explore various communication methods, such as verbal, nonverbal, written, and digital, and learn how to select the most appropriate method for different situations.

Additional focus is on active listening and the skills required to listen actively.

Assessment Requirements

Portfolio evidence can include, but is not limited to:

- Professional Discussion and/or Q&A records
- Written answers
- Appraisals
- PowerPoint Presentations
- Witness Statements
- Reflective Accounts

Please note this is not an exhaustive list

Unit: Project Management for Team Leaders

Unit Code: M/651/4043

Learning Outcomes *To achieve this unit a learner must be able to:*		Assessment Criteria *Assessment of these outcomes demonstrates a learner can:*	
1.	Understand project lifecycle, project tools and techniques	1.1	Describe the stages of a project lifecycle
		1.2	Explain the roles of people involved in a project
		1.3	Evaluate the advantages and limitations of different project planning techniques
		1.4	Explain risk management and identify ways of reducing risk
		1.5	Explain problem-solving and decision-making techniques
2.	Be able to use project tools and techniques	2.1	Use appropriate tools to implement a project
		2.2	Use risk management techniques
		2.3	Communicate risk to key stakeholders
		2.4	Use project scheduling tools
		2.5	Use decision-making techniques when implementing your project
3.	Be able to manage a project	3.1	Allocate resources in accordance with the project plan
		3.2	Brief project team members on their roles and responsibilities
		3.3	Implement plans within agreed budgets and timescales
		3.4	Communicate the requirements of the plans to those who will be affected
		3.5	Adhere to organisational policies and procedures, legal and ethical requirements when managing a project
4.	Be able to evaluate the effectiveness of a project	4.1	Conduct periodic reviews of the progress and effectiveness of a project using information from a range of sources
		4.2	Evaluate the effectiveness of capturing and managing project-related knowledge
		4.3	Report on the effectiveness of plans

Unit Summary

This unit provides learners with the understanding and skills to plan and deliver a project using different project management techniques.

Unit Guidance

LO1

Project Lifestyle: A project lifecycle is a series of stages that a project goes through from start to completion, this provides structure to a project.

Assessment Requirements

Portfolio evidence can include, but is not limited to:

- Professional Discussion and/or Q&A records
- Written answers
- Project Written Report
- PowerPoint Presentations
- Witness Statements
- Reflective Accounts

Please note this is not an exhaustive list.

Unit: Managing Team Performance

Unit Code: R/651/4044

Learning Outcomes *To achieve this unit a learner must be able to:*	Assessment Criteria *Assessment of these outcomes demonstrates a learner can:*
1. Understand the management of team performance	1.1 Explain the use of key performance indicators in managing performance 1.2 Explain a range of techniques to manage team performance 1.3 Describe factors that may affect team ability to achieve targets
2. Be able to allocate work considering individual team members	2.1 Identify the strengths, competences and expertise of team members 2.2 Allocate work on the basis of the strengths, competences and expertise of team members 2.3 Identify areas for improvement in team members' performance outputs and standards 2.4 Amend priorities and plans to take account of changing circumstances 2.5 Recommend changes to systems and processes to improve the quality of work
3. Be able to manage communications within a team	3.1 Communicate individual and team objectives, responsibilities and priorities 3.2 Use communication methods that are appropriate to the topics, audience and timescales 3.3 Provide support to team members when they need it 3.4 Provide feedback to team members regarding performance 3.5 Review the effectiveness of team communications and make improvements
4. Understand how to give constructive feedback.	4.1 Identify the steps to take when giving a team member constructive feedback 4.2 Research different ways of giving feedback 4.3 Explain ways of giving feedback that works for your team 4.4 Describe ways to prepare to give constructive feedback

Unit Summary
This unit provides team leaders with the tools and techniques to effectively manage team performance. It covers strategies for setting clear expectations, providing constructive feedback, motivating team members, and measuring performance.

Assessment Requirements

Portfolio evidence can include, but is not limited to:

- Professional Discussion and/or Q&A records
- Written answers
- Observation
- PowerPoint Presentations
- Witness Statements
- Reflective Accounts

Please note this is not an exhaustive list.

Unit: Managing Conflict and Problem Solving

Unit Code: T/651/4045

Learning Outcomes *To achieve this unit a learner must be able to:*	Assessment Criteria *Assessment of these outcomes demonstrates a learner can:*
1. Understand the principles of conflict management	1.1 Evaluate different methods of conflict management in different situations 1.2 Describe the personal skills needed to deal with conflict between other people 1.3 Analyse the potential consequences of unresolved conflict within a team
2. Be able to reduce the potential for conflict within a team	2.1 Communicate to team members their roles, responsibilities, objectives and expected standards of behaviour 2.2 Explain to team members the constraints under which other colleagues work 2.3 Take action to minimise the potential for conflict within the limits of their own authority 2.4 Explain how team members' personalities and cultural backgrounds may cause conflict
3. Be able to deal with conflict within a team	3.1 Assess the seriousness of conflict and its potential impact 3.2 Treat everyone involved with impartiality and sensitivity 3.3 Decide a course of action that offers a win-win situation 3.4 Explain the importance of engaging team members' support for the agreed actions 3.5 Communicate the actions to be taken to those who may be affected by it 3.6 Adhere to organisational policies and procedures, legal and ethical requirements when dealing with conflict within a team

Unit Summary

This unit aims to provide team leaders with the understanding and skills to effectively manage conflict and solve problems within their teams. It covers a range of strategies for identifying conflict, understanding its root causes, and implementing effective resolution techniques.

Unit Guidance

LO1

Conflict: Is a disagreement between individuals or a group of individuals with different views, interests or goals.

Assessment Requirements

Portfolio evidence can include, but is not limited to:

- Professional Discussion and/or Q&A records
- Written answers
- Observation
- PowerPoint Presentations
- Witness Statements
- Reflective Accounts

Please note this is not an exhaustive list.

Unit: Leading Remote or Virtual Teams

Unit Code: Y/651/4046

Learning Outcomes *To achieve this unit a learner must be able to:*	Assessment Criteria *Assessment of these outcomes demonstrates a learner can:*
1. Be able to assess the support needed by remote or virtual teams	1.1 Identify the resource requirements for providing communication tools and processes for remote or virtual working 1.2 Specify effective tools and processes that are capable of supporting remote or virtual teams 1.3 Identify processes and systems that will enable people to connect to information and knowledge remotely and securely 1.4 Plan how to assure the safety of staff in remote teams
2. Be able to support remote or virtual teams	2.1 Provide guidelines, training, information and coaching to support remote or virtual teams 2.2 Identify areas for improvement from monitoring processes and information 2.3 Facilitate interactive collaboration amongst stakeholders 2.4 Take action to ensure that team members adhere to regulatory, professional and commercial requirements 2.5 Take action to ensure that data security and confidentiality issues arising from remote or virtual working are addressed 2.6 Take action to ensure that records management issues arising from remote or virtual working are addressed
3. Understand HR Policies and Regulations	3.1 Identify organisational HR Policies that you should consider when leading a team 3.2 Identify Regulation and Legislation that you should consider when leading a team 3.3 Explain how you promote adherence to Policy, Regulation and Legislation within your role

Unit Summary

This unit provides team leaders with the necessary skills to effectively lead and manage remote and virtual teams. It covers strategies for identifying resources, tools and techniques to monitor and support remote and virtual teams, ensuring relevant regulations and legislation are also followed.

Unit Guidance

LO1

Remote or Virtual Teams: Remote or virtual teams are groups of people who work together on a project or task but are not physically located in the same place.

Assessment Requirements

Portfolio evidence can include, but is not limited to:

- Professional Discussion and/or Q&A records
- Written answers
- Observation
- PowerPoint Presentations
- Witness Statements
- Reflective Accounts

Please note this is not an exhaustive list.

Unit: Principles of Leadership and Management

Unit Code: A/651/4047

Learning Outcomes *To achieve this unit a learner must be able to:*	Assessment Criteria *Assessment of these outcomes demonstrates a learner can:*
1. Understand the principles of effective decision making	1.1 Explain the importance of defining the objectives, scope and success criteria of the decisions to be taken 1.2 Assess the importance of analysing the potential impact of decision making 1.3 Explain the importance of obtaining sufficient valid information to enable effective decision making 1.4 Explain the importance of aligning decisions with business objectives, values and policies 1.5 Explain how to validate information used in the decision making process 1.6 Explain how to address issues that hamper the achievement of targets and quality standards
2. Understand leadership styles and models	2.1 Explain the difference in the influence of managers and leaders on their teams 2.2 Evaluate the suitability and impact of different leadership styles in different contexts 2.3 Analyse theories and models of motivation and their application in the workplace
3. Understand the role, functions and processes of management	3.1 Analyse a manager's responsibilities for planning, coordinating and controlling work 3.2 Explain how managers ensure that team objectives are met 3.3 Explain how a manager's role contributes to the achievement of an organisation's vision, mission and objectives 3.4 Analyse theories and models of management 3.5 Explain the operational constraints imposed by budgets
4. Understand leadership within your organisation	4.1 Explain social and environmental factors that may affect your organisation and team 4.2 Explain how the application of management theories impacts actions in your organisation 4.3 Explain the governance and compliance in your organisation 4.4 Explain the tools, processes and timetable for monitoring and reporting on performance within your organisation

Unit Summary

This unit provides team leaders with a foundation in leadership and management principles. It covers essential topics such as leadership styles, theories and models of motivation.

Unit Guidance

LO2

Leadership Styles: Different leadership styles such as Autocratic, Democratic, Laissez-faire, and Transformational *this is not an exhaustive list.*

Theories and Models of Motivation: Maslow's Hierarchy of Needs, Herzberg Two-Factor Theory, use of SMART Targets, *this is not an exhaustive list.*

LO3

Theories and Models of Management: Total Quality Management, Lean Management, Maslow's Hierarchy of Needs, *this is not an exhaustive list.*

Assessment Requirements

Portfolio evidence can include, but is not limited to:

- Professional Discussion and/or Q&A records
- Written answers
- Observation
- PowerPoint Presentations
- Witness Statements
- Reflective Accounts

Please note this is not an exhaustive list.

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