

NCFE Level 2 NVQ  
Certificate in Team Leading 501/0935/2

Evidence Tracking Sheet

### Tracking your evidence

During your course your Assessor will ask you to carry out work either in the classroom, in your workplace or at home which you'll keep as evidence of your learning.

The work you produce (evidence) will be assessed by your Assessor to make sure you've covered everything in sufficient detail. Your evidence could be made up of a combination of:

- ◆ written work or class notes
- ◆ products or samples of practical work
- ◆ case studies
- ◆ simulated activities or role play
- ◆ work placement diaries
- ◆ learning logs
- ◆ video or audio recordings
- ◆ other appropriate formats suggested by your Assessor

When all of your evidence is gathered together in a file or folder, this becomes your portfolio.

Your centre and Assessor may have systems that they use to plan and monitor your assessment. These may be computer-based (eg using 'e-portfolio' software) or paper-based (using forms or checklists). These systems are designed to show how each piece of evidence meets which learning outcomes and assessment criteria.

### How your evidence is checked

After your Assessor has assessed your work, another member of staff - the Internal Moderator/Verifier - will review it. An External Moderator/Verifier from NCFE will visit your centre. The External Moderator's/Verifier's role is to make sure your work has been assessed to NCFE's requirements. They'll do this by checking a sample of candidates' portfolios – which may include yours. They also may wish to talk to you about the content of the course and the work you're doing.

### How you get your certificate

Once you've built up your portfolio of evidence and your Assessor and the Internal and External Moderators/Verifiers are satisfied it meets the standards, you'll be awarded the NCFE Level 2 NVQ in Certificate in Team Leading.

## Example

(M/102/4501) Prepare yourself to deliver good customer service

### Learning outcomes

In this column, write down what evidence you have put in your portfolio. For example letter to client, report, witness testimony, emails etc.

Evidence		Location
<b>When you prepare yourself to deliver good customer service you must consistently:</b>		
Describe the customer service of your organisation to customers and/or colleagues		
1. explain what your organisation does and the type of customers it has	presentation	saved in G/Drive on computer
2. describe who's who and who does what to provide customer service	presentation	saved in G/Drive on computer
3. describe who to go to for information or help when dealing with customer service issues	presentation	saved in G/Drive on computer
Describe your organisation's products or services to customers and/or colleagues		
1. list your organisation's services or products	report	page 15 of portfolio
2. answer simple customer questions about your organisation's products or services	Witness testimony	saved in file
3. explain why good customer service is important for your organisation	report	page 15 of portfolio
4. explain the effects of providing poor customer service	report	page 15 of portfolio

The assessment criteria are listed in this column.

In this column, write the location of the evidence within your portfolio. This directs your Assessor to the correct piece of evidence. Examples of the location could be a page number in a portfolio, a file name saved on your computer etc.

**(F/600/9469) Manage personal development**

**Learning outcomes**

	Type of evidence	Location
<b>You must be able to:</b>		
<b>1. Be able to identify and agree performance requirements of own work role</b>		
1.1 Outline work role performance requirements with those they report to		
<b>2. Be able to measure and progress against objectives</b>		
2.1 Identify ways that progress will be measured against own work objectives		
<b>3. Be able to identify gaps in skills and knowledge in own performance</b>		
3.1 Explain knowledge and skills required for own work role		
3.2 Identify opportunities and resources available for personal development		
3.3 Produce a development plan to address own needs and agree with line manager		

	Type of evidence	Location
<b>You must be able to:</b>		
4. Be able to carry out and assess activities within own development plan		
4.1 Plan activities in own development plan that address identified needs		
4.2 Collect feedback from colleagues on the result of development activities on own performance		
4.3 Assess the success of activities carried out as part of own development plan		

**(H/600/9660) Develop working relationships with colleagues**

**Learning outcomes**

	Type of evidence	Location
<b>You must be able to:</b>		
<b>1. Understand the benefits of working with colleagues.</b>		
1.1 Describe the benefits of productive working relationships		
<b>2. Be able to establish working relationships with colleagues</b>		
2.1 Identify colleagues within own and other organisations		
2.2 Agree the roles and responsibilities for colleagues		
<b>3. Be able to act in a professional and respectful manner when working with colleagues</b>		
3.1 Explain how to display behaviour that shows professionalism		
<b>4. Be able to communicate with colleagues</b>		
4.1 Identify, information to others clearly and concisely		
4.2 Explain how to receive and clarify own understanding of information		

	Type of evidence	Location
<b>You must be able to:</b>		
5. Be able to identify potential work-related difficulties and explore solutions		
5.1 Identify potential work-related difficulties and conflicts of interest		
5.2 Explain how to resolve identified potential difficulties		

**(H/600/9724) Communicate information and knowledge**

**Learning outcomes**

	Type of evidence	Location
<b>You must be able to:</b>		
<b>1. Be able to identify the information required, and its reliability, for communication</b>		
1.1 Explain the information and knowledge that needs communicating		
1.2 Identify the target audience requiring the information and knowledge		
<b>2. Be able to understand communication techniques and methods</b>		
2.2 Identify what techniques and methods can be used to communicate information and knowledge		
2.3 Explain how to select the most appropriate technique and method		
<b>3. Be able to communicate information and knowledge using appropriate techniques and methods</b>		
3.1 Communicate to target audience using the appropriate techniques and methods		
3.2 Explain how the target audience has received and understood the information communicated		



	Type of evidence	Location
<b>You must be able to:</b>		
4. Be able to adapt communication techniques and methods according to target audience response		
4.1 Explain how to modify communication techniques and methods in response to verbal and non-verbal feedback		

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## About NCFE

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### Enquiries

Any enquiries relating to this qualification should be addressed to:

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