600/2029/5 NCFE Level 2 Certificate in Team Leading Knowledge (QCF)

Learner's Evidence Tracking Log (LETL)

Candidate name: ....

Centre number: ....

Centre name: ....

Signatures

Candidate: .... Date: ....

Tutor/Assessor: .... Date: ....

Internal Moderator*: .... Date: ....

External Moderator*: .... Date: ....

* for completion if part, or all, of the evidence has been sampled by the Internal and/or External Moderator

Contents

About this qualification

Thank you for choosing an NCFE qualification. This Evidence Tracking Log is yours to keep and is a place to record your progress.

The NCFE Level 2 Certificate in Team Leading Knowledge has been accredited by the regulators for England, Wales and Northern Ireland[1] and is part of the Qualifications and Credit Framework (QCF). Its Qualification Accreditation Number is 600/2029/5.

This qualification has been supported by the Council for Administration, the Sector Skills Council for Business Skills. The qualification is part of the Additional Specialist Learning (ASL) catalogue for the Business, Administration and Finance Diploma. For more information on the Diplomas, visit the NCFE website (www.ncfe.org.uk/diplomas) or speak to your Tutor.

What you need to cover

This qualification is made up of a set of learning outcomes and assessment criteria that describe what you need to be able to do, and the things you need to know, to achieve your qualification.

The qualification consists of 5 mandatory units.

Mandatory units

Unit 01 Preparing to lead the team
Unit 02 Support development of self and team members
Unit 03 Communication and the team leader
Unit 04 Equality, diversity and the team leader
Unit 05 Motivating the team

To achieve the NCFE Level 2 Certificate in Team Leading Knowledge you must achieve the 5 mandatory units. You must provide evidence to show that you meet all the learning outcomes and assessment criteria defined in the units.

---

[1] The qualifications regulators ('regulators') are Ofqual in England, DCELLS in Wales and CCEA in Northern Ireland.

Tracking your evidence

During your course your Tutor/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 Tutor/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 Tutor/Assessor

When all 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 Tutor/Assessor has assessed your work, another member of staff – the Internal Moderator – will review it. An External Moderator from NCFE will visit your centre. The External Moderator'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 may also 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 Tutor/Assessor and the Internal and External Moderators are satisfied it meets the standards, you'll be awarded the NCFE Level 2 Certificate in Team Leading Knowledge.

Your centre will send us a signed certificate claim form when they and the External Moderator have signed off your completed portfolio. We will send your certificate to your centre within 10 working days of receiving the claim form. Your centre will either forward the certificate to your home address, or tell you that it's available for you to collect.

Opportunities for further education and training

After successfully completing this qualification, you may like to go on to further study in the same or a similar subject. This might include:

♦ NCFE Level 2 NVQ Certificate in Team Leading
♦ NCFE Level 3 Certificate in Management
♦ NCFE Level 3 NVQ Certificate in Management

Completing your tracking log

This section of the log will help you keep track of the work you've done and the work you still need to do to finish your portfolio.

It will also help your Tutor/Assessor and Internal and External Moderators find their way around your portfolio so they can assess it or check it. Your Tutor/Assessor will make sure you're completing your log correctly.

Overleaf is a sample page similar to those you'll find in the rest of this log. Use the columns to write down what evidence you've put in your portfolio and to show your Tutor/Assessor and the Internal and External Moderators where it's located.

You and your Tutor/Assessor and/or an independent witness must sign and date the individual pieces of work in your portfolio. Once you've completed your portfolio, your Tutor/Assessor will sign the front of the log, to show that they're satisfied you've completed it correctly.

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

This column is for the Internal or External Moderator to sign if they sample your portfolio.

You will: Understand customer care			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
1.1 Demonstrate effective 'customer care'	Observation on placement	3	
1.2 Identify the benefits of good customer care	Report	2	
1.3 Describe the effects of poor customer care	Project	8–11	

The assessment criteria are listed in this column.

In this column, write down what evidence you have put in your portfolio (eg letter to client, report).

In this column, write the location of the evidence. 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.

Unit 01   Preparing to lead the team

You will: Understand the key leadership roles			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
1.1 Outline the team leader's role in motivating the team			
1.2 Describe the team leader's role in setting objectives for the team			
1.3 Describe the team leader's role in supporting development of team members			
1.4 Outline the importance of clear communication when dealing with the team and others			
1.5 Describe how the team leader can promote the team within the organisation			

Unit 01   Preparing to lead the team (cont'd)

You will: Understand the benefits of working with colleagues			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
2.1 Describe the benefits of productive working relationships with colleagues			
2.2 Identify key colleagues within the working environment and the role of each			
2.3 Explain how to display behaviour that shows professionalism when dealing with colleagues			
2.4 Provide examples of potential work related difficulties and conflicts of interest with colleagues			
2.5 Explain how potential work related difficulties and conflicts of interest can be resolved			

Unit 01   Preparing to lead the team (cont'd)

You will: Understand the team leader's role in health, safety and security			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
3.1 Explain the key responsibilities of the Team Leader under Health and Safety legislation			
3.2 Outline the responsibilities of the Team Leader with regards to fire safety			
3.3 Outline the responsibilities of the Team Leader with regards to first aid precautions in the workplace			
3.4 Explain how to carry out a safety inspection in the workplace including documents			
3.5 Explain how to maintain security of premises, property and equipment			

Unit 01   Preparing to lead the team (cont'd)

You will: Understand the team leader's role in procuring resources			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
4.1 Identify the resources, both physical and personnel, needed by the team			
4.2 Explain how resources are acquired by the team leader			
4.3 Identify any constraints on the acquisition of resources for the team			
4.4 Describe ways a team leader can overcome a lack of resources			

Unit 01   Preparing to lead the team (cont'd)

You will: Understand the team leader's role in customer service			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
5.1 Identify key internal and external customers of the team			
5.2 Explain the services the team provides to key internal and external customers			
5.3 Explain the customer service standards expected of the team by the organisation			
5.4 Explain how to make the team aware of customer service requirements			

Unit 01   Preparing to lead the team (cont'd)

You will: Understand the team leader's role in customer service			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
5.5 Explain how to provide support to the team in order to meet the service standards			
5.6 Describe the team leader's role in monitoring customer satisfaction			
You will: Understand how information is managed			
6.1 Identify the main information collected by the team leader and how it is stored			
6.2 Explain how the security of information is ensured			

Unit 01   Preparing to lead the team (cont'd)

You will: Understand how information is managed			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
6.3 Provide examples of information collected by, and accessible to, the team			
6.4 Describe how the team is made aware of security of information			
6.5 Outline how the data protection impacts on the role of the team leader and the work of the team			

Unit 02   Support development of self and team members

You will: Understand the performance requirements of the team leader's role			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
1.1 Outline the requirements of the job role			
1.2 Describe the reporting procedure for the job role			
1.3 Identify the team members and the roles they play in the team			
1.4 Explain the knowledge and skills required for the job role			
1.5 Identify gaps in skills and knowledge required for the job role			

Unit 02   Support development of self and team members (cont'd)

You will: Understand how to measure progress against agreed personal objectives			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
2.1 Explain how to produce a development plan to address individual and organisation needs			
2.2 Identify opportunities and resources available for personal development			
2.3 Develop a plan of activities to address identified needs			
2.4 Explain how to measure the success of activities undertaken as part of the plan			
2.5 Explain the importance of collecting and recording feedback from colleagues and managers on the result of development activities			

Unit 02   Support development of self and team members (cont'd)

You will: Understand how to communicate the team's purpose and objectives to team members			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
3.1 Describe the purpose and objectives of the individual's team			
3.2 Explain how to communicate the team's purpose and objectives to its members in a way that promotes understanding			
3.3 Explain how to agree with the team objectives that are SMART			
3.4 Describe how to develop a plan with team members showing how team objectives will be met			

Unit 02   Support development of self and team members (cont'd)

You will: Understand how to support team members			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
4.1 Explain how to encourage team members to participate in the planning process and think creatively			
4.2 Identify the difficulties and opportunities that may be faced by team members			
4.3 Explain how the identified opportunities and difficulties can be addressed with team members			
4.4 Describe how advice and support to team members to overcome difficulties and make the most of opportunities may be given			

You will: Understand how to monitor the team's progress against agreed objectives			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
5.1 Describe how to record the team's progress against agreed objectives and timescales			
5.2 Explain how to provide feedback on progress against agreed objectives to the team			
5.3 Explain how to recognise and celebrate individual and team achievements			
5.4 Identify development opportunities for team members who are under achieving in order to meet agreed objectives			
5.5 Identify activities to challenge high performing team members against agreed objectives			

Unit 03   Communication and the team leader

You will: Understand the importance of effective communication			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
1.1 Identify suitable methods of communication that the team leader could use			
1.2 Identify the positive and negative factors for each method of communication			
1.3 Outline ways in which poor communication can impact on the job role and organisation			
1.4 Explain how good communication can improve the work of the team			
1.5 Describe how good communication can present a positive image of the team			

Unit 03   Communication and the team leader (cont'd)

You will: Understand the importance of effective communication with the team and colleagues			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
2.1 Outline reasons for sharing information with the team and colleagues			
2.2 Identify information that can be shared formally with the team and colleagues			
2.3 Explain the methods of sharing information and the advantages of each			
2.4 Explain how to vary communication methods as a result of feedback from the team and colleagues			
2.5 Outline why it is important to ensure the accuracy of information shared			

You will: Understand how to give clear instructions			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
2.6 Explain how to clarify self understanding of information given			
2.7 Explain how to minimise or defuse conflict within the team or with colleagues resulting from poor communication			
You will: Understand how to present information to a team			
3.1 Explain how to collect information relevant to an aspect of the team's work			
3.2 Indicate what further investigation about the team needs to be done			

Unit 03   Communication and the team leader (cont'd)

You will: Understand how to present information to a team			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
3.3 Explain how to create a presentation suitable for delivery to the team			
3.4 Explain how to record individual and team reflections on the presentation			
3.5 Identify individual development activities in order to meet the teams presentation needs			

Unit 03   Communication and the team leader (cont'd)

You will: Understand how to give clear instructions			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
4.1 Explain how to prepare a detailed instruction for an activity			
4.2 Describe how this could be used to instruct a team member			
4.3 Explain how to assess the performance of the team member based on the instruction given			
4.4 Describe how to record individual reflections and those of the team member			
4.5 Identify development points in the quality of instruction that need to be acted upon			

Unit 03   Communication and the team leader (cont'd)

You will: Understand how to take part in a meeting			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
5.1 Explain the objectives of the meeting			
5.2 Identify individual and others roles at the meeting			
5.3 Describe how to prepare the necessary information to support individual participation in the meeting			
5.4 Explain how to show respect for the opinions of others			

You will: Understand how to take part in a meeting			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
5.5 Explain how to seek clarification of the outcomes of the meeting clarification as necessary			
5.6 Describe how the information from the meeting could be passed on to interested parties			

Unit 04   Equality, diversity and the team leader

You will: Understand the support disabled team members or colleagues require			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
1.1 Outline the legislation relating to disability discrimination			
1.2 Identify common disabilities encountered in the workplace			
1.3 Describe the range of aids available for each disability			
1.4 Explain why disabled members of staff should be valued and supported			
1.5 Explain how the team leader can support disabled team members or colleagues			

Unit 04   Equality, diversity and the team leader (cont'd)

You will: Understand how the team leader can support ethnic diversity			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
2.1 Outline the main points of racial discrimination legislation			
2.2 Describe ways in which cultural differences can be valued and supported by the team leader			

Unit 04   Equality, diversity and the team leader (cont'd)

You will: Understand how the team leader can support minority groups			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
3.1 Identify other groups that may be in a minority in the workplace			
3.2 Outline legislation relating to discrimination against each group			
3.3 Describe how the team leader could support each group in the workplace			
3.4 Outline examples of behaviour the team leader could challenge in the workplace			

Unit 04   Equality, diversity and the team leader (cont'd)

You will: Understand how the team leader can promote minority groups			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
4.1 Describe how the team leader can promote equality and inclusion in the workplace			
4.2 Explain the main points of the organisation's equality and diversity policy			
4.3 Describe how the team leader can brief the team on the contents of the equality and diversity policy			

Unit 05   Motivating the team

You will: Understand motivational theory			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
1.1 Outline how Maslow's Hierarchy of Needs applies to leading a team			
1.2 Identify what motivates each team member			
1.3 Outline each team members position on Maslow's pyramid and the impact this may have on the team leader's role			
1.4 Describe what motivational factors are present within individual area of responsibility			
1.5 Outline sources of assistance for motivational factors outside of immediate control			

Unit 05   Motivating the team (cont'd)

You will: Understand the use of delegation as a motivational tool			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
2.1 Describe how effective delegation can motivate team members			
2.2 Outline ways in which ineffective delegation can demotivate team members			
2.3 Examine the team leader's job role, indicating what areas can and can't be delegated			
2.4 Identify how these areas can impact on team members and their individual motivation			
2.5 Explain why the areas may be reviewed as a result of feedback from team members			

Unit 05   Motivating the team (cont'd)

You will: Understand the importance of development activities in motivation			
You can:	**What you've done to show this**	**Location/Portfolio page number**	**IM/EM signature (if sampled)**
3.1 Describe how development activities can motivate team members			
3.2 Identify the development aspirations of each team member			
3.3 Outline which of these are under the control of the team leader			
3.4 Identify sources of assistance for activities outside of the team leader's control			

Unit 05   Motivating the team (cont'd)

You can:		What you've done to show this	Location/Portfolio page number	IM/EM signature (if sampled)
3.5	Explain how to draw up a team and individual development action plan with timescales for review			
3.6	Explain why not following through a team and individual development action plan may be a de-motivator			

Unit 05   Motivating the team (cont'd)

You can:	What you've done to show this	Location/Portfolio page number	IM/EM signature (if sampled)
You will: Understand the importance of individual and team recognition in motivation			
4.1 Describe how team members can be motivated by recognition of achievement			
4.2 Explain how individuals may feel demotivated through exclusion from the recognition process			
4.3 Describe how each team member is essential to team success			
4.4 Explain how team members can be encouraged to develop ideas to help team and individual recognition			

You can:	What you've done to show this	Location/Portfolio page number	IM/EM signature (if sampled)
You will: Understand the importance of individual and team recognition in motivation			
4.5 Explain how to collect a range of ideas from the team that could be used in the recognition process			
4.6 Explain how the team leader can support team members in making a proposal for a new idea			

NCFE is a leading provider of nationally recognised qualifications and is committed to delivering exceptional customer service. We're based in Newcastle upon Tyne. If you'd like to know more about us please visit our website www.ncfe.org.uk.

Additional support requirements

NCFE recognises that you might require additional support in order to achieve your qualification. This might be if you've a permanent or temporary disability, medical condition or specific learning need.

Your Tutor/Assessor will discuss the most appropriate method of support to meet your needs and may need to notify NCFE of the support they're going to give you. This could be facilities to support reading or writing needs, hearing, visual or physical impairment; facilities to support a medical condition or temporary injury; or facilities to support you if your first language isn't English.

For more information your Tutor/Assessor will be able to provide you with a full copy of NCFE's Reasonable Adjustments and Special Considerations Policy, or you can download it from www.ncfe.org.uk.

Appeals or complaints

If you've any queries or problems with your qualification you should first talk to your Tutor/Assessor, the Internal Moderator or another member of staff at your centre. If you've got a complaint about the way your work has been assessed, or the support you've been given, use your centre's own appeals or grievance policy (ask your Tutor/Assessor for a copy).

For more information your Tutor/Assessor will be able to provide you with a full copy of NCFE's Appeals and Enquiries about Results Policy, or you can download it from www.ncfe.org.uk.

Malpractice

'Malpractice' is used to describe something a person does when they intentionally mislead somebody. An example may be copying somebody else's work and passing it off as your own. Whenever we're notified about a suspected case of malpractice, we'll work with the centre to find out if and why it's happened and what we can do to sort it out.

If your centre suspects you've been involved in malpractice, we won't be able to issue your certificate during the investigation. If we prove that malpractice has happened, you may have part of your assessment disallowed or, in serious cases, your final results may be void. This means you won't receive a certificate or, if we've already issued you one, we'll ask that you return it straight away.

For more information your Tutor/Assessor will be able to provide you with a full copy of NCFE's Malpractice Policy, or you can download it from www.ncfe.org.uk.