

The logo for GWA Training and Development, featuring the letters 'GWA' in a bold, sans-serif font. The letters are white and are set against a dark purple circular background. The background of the entire page is a light purple color with a white wavy shape at the top and several faint, light purple spiral patterns.

Training and Development

University of Nottingham

Candidate Handbook

Institute of Leadership and Management
Certificate in Team Leading

Delivered by GWA Training and Development on behalf
of Professional Development, University of Nottingham



University of Nottingham ILM Level 2 Certificate in Team Leading Candidate Handbook

Welcome to the Level 2 Certificate in Team Leading Programme. This Candidate Handbook provides everything you need to know about the programme and the Certificate. Please make sure that you keep a copy of this handy for reference throughout the course.

Contents

| | Page |
|---|------|
| The Level 2 Certificate in Team Leading Programme | 3 |
| ILM Certificate in Team Leading – an Overview | 4 |
| Important Dates for Your Programme | 6 |
| Assessment Process | 7 |
| Registration Process | 9 |
| Appeals Process | 10 |
| Equal Opportunities at Nottingham | 11 |
| About GWA | 12 |
| • Values and Principles | |
| • Meet the Team | |
| • Contact GWA | |

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ILM Level 2 Certificate in Team Leading Programme Overview

The Level 2 Certificate in Team Leading Programme is designed for new and aspiring team leaders, giving an in-depth introduction to the role and its responsibilities. The Level 2 certificate is a nationally recognised qualification – the ideal launch pad for a management career.

In order to achieve the Certificate in Team Leading through the programme you will need to do the following:

Taught Sessions

All participants **must attend** the following five training days:

Day 1: Developing Yourself as a Team Leader

Day 2: Leading Your Team

Day 3: Key Skills for Team Leaders: Planning and Communicating

Day 4: Developing People and Teams

Day 5: Change and Moving Forward

Assessment

Assessment for this programme is through **five** written pieces of work.

Tutorial Support

All participants have access to a minimum of two hours tutorial support. During the programme you will be able to talk to the tutors face to face. Once the taught programme is complete, and in between the taught sessions you will continue to have access to their support via email and phone.

Course Leader

Your course leader for the programme is Claire Kempson. She can be contacted at:

+44 (0)115 9515782

Claire.Kempson@nottingham.ac.uk



ILM Certificate in Team Leading - an Overview

What is the ILM?

ILM stands for Institute of Leadership and Management. Established in November 2002 the Institute of Leadership and Management exists to support, develop and inform managers at every stage of their careers.

ILM is one of the leading national organisations offering a wide range of qualifications covering all aspects of leadership and management, along with specialist programmes in coaching and mentoring, HR and enterprise. In 2011 90,000 people registered for an ILM qualification, gaining the crucial skills and knowledge to improve their performance at work.

Certificate in Team Leading

The Certificate in Team Leading is a practical course providing people with the opportunity to explore management skills, develop new techniques and consider how they can apply these ideas to their own workplace. This qualification is designed for new and aspiring team leaders, giving an in-depth introduction to the role and its responsibilities. This is a nationally recognised qualification – the ideal launch pad for a management career.

Highly practical in its delivery this programme is underpinned with well researched and universally recognised management theory. It is not our intention to make people just understand management, instead we give you the chance to build on your own management style and make a practical difference in the way you lead and supervise those you work with.

Results for learners

- The core skills to lead a team successfully
- Motivation techniques to get the best from people
- The confidence to tackle difficult issues, like underperformance
- Tools to develop as a leader

Impact for employers

- Team leaders equipped with the skills they need to perform
- Staff who are competent to manage people and relationships
- Better communication and collaboration in teams
- Incentivise staff to develop their potential



Qualification Overview: Certificate in Team Leading

Credit value 13 credits (Level 2)

Guided Learning Notionally* a minimum of 74 hours

Structure Induction—one hour
Tutorial Support—at least two hours
Nine units (13 credits)

Assessment

Mini Project 1 (1 credit)

This project covers the following ILM Units:

- 8001-250 Developing Yourself as a Team Leader (1 credit)

Mini Project 2 (3 credits)

- 8001-268 Leading Your Work Team (2 credits)
- 8001-251 Improving Performance of the Work Team (1 credit)

Mini Project 3 – Developing Your Communication Skills (4 credits)

This project covers the following ILM Units:

- 8001-252 Planning and Monitoring Work (2 credits)
- 8001-264 Briefing the Work Team (1 credit)
- 8001-265 Workplace Communication (1 credit)

Mini Project 4 – Developing People (3 credits)

This project covers the following ILM Units:

- 8001-254 Induction and Coaching in the Workplace (2 credits)
- 8001-253 Developing the Work Team (1 credit)

Mini Project 5 – Change and Moving Forward (2 credits)

This project covers the following ILM Units:

- 8001-259 Understanding Change in the Workplace (2 credits)

Entry requirements: There are no formal entry requirements but participants will normally be practising or aspiring first line managers with the opportunity to meet the assessment demands and have a background that will enable them to benefit from the programme

*All references to credit ratings refer to an ILM notional credit rating which is nominally 10 hours of learning time



Important Course Dates

The following dates are very important, please make sure that you remember them and meet the deadlines.

Programme Dates

| | |
|--|------------------|
| Day 1: Developing Yourself as a Team Leader | 6 November 2013 |
| Day 2: Leading Your Team | 11 December 2013 |
| Day 3: Key Skills for Team Leaders: Planning and Communication | 8 January 2014 |
| Day 4: Developing People and Teams | 12 February 2014 |
| Day 5: Improvement and Change | 5 March 2014 |

Assignment Dates

| Assignment | Date Given Out | Date Due In |
|----------------|------------------|------------------|
| Mini Project 1 | 6 November 2013 | 29 November 2013 |
| Mini Project 2 | 11 December 2013 | 17 January 2014 |
| Mini Project 3 | 8 January 2014 | 21 February 2014 |
| Mini Project 4 | 12 February 2014 | 14 March 2014 |
| Mini Project 5 | 5 March 2014 | 25 April 2014 |

Candidates who meet the Submission Deadline dates will have their work marked and returned to them typically within two weeks. Whilst we are flexible in allowing extensions please be aware that failing to meet the deadlines will potentially delay your completion of the course.



Certificate in Team Leading - Assessment Process

All assignments should be submitted to Jenny Wilkinson via email where possible jmw@gwa.co.uk by the appropriate submission date. **Please make sure that you have included your name on your assignments.**

Most of the assignments will be returned to you on the next teaching day – the exception being the final assignment which will be returned to you approximately one month after the submission date (assuming that you met the submission date). All assignments are marked in the first instance by a member of the GWA course team or Professional Development. 20% of assignments are subject to second marking by an internal verifier (another member of the GWA team or Professional Development). These are chosen on a random basis and are representative of the overall assignments from the group. On completion the external verifier may sample a range of assignments to ensure quality across the marking team.

Data Security and Confidentiality

All assignments are kept securely and only made available to the marking team and the external verifier, as outlined in the assessment processes described above. Your manager will not see your assignments unless you choose to share them.

ILM Assessment Notes for Candidates

- Where stated, select topics in your own organisation and/or area of work
- You may wish to discuss your choice of topics with your line manager or tutor prior to writing up your assessment(s)
- Structure your work by using the headlines shown in bold when you are writing up your assessments
- An approximate word count is shown for each section of an assessment. This should be seen as a guide only, to help you achieve a balanced piece of work
- The total marks available for each section and the minimum required to pass is shown in brackets on the assessments
- The overall pass mark is 50 marks, but you also have to achieve the minimum marks in each section
- Study the assessment criteria shown for each unit carefully and check to see that your work 'measures up' before you submit
- Whilst you will not be penalised for weak spelling and grammar, you should remember that this may affect the meaning of your document. It is therefore expected that appropriate attention be given to such matters
- Remember that your tutor is there to support you
- All material will be kept confidential and secure as far as is reasonably possible
- Ask your tutor if you are not sure about the submission date
- Ensure that you do your own work and do not plagiarise work from others. If you are not sure what is meant by plagiarism speak to your tutor who will clarify, or may provide you with some notes produced by ILM in the Centre Manual



ILM Submission Process

This cover sheet must preface every assessment submission. It is a regulatory requirement that every assessment submission is authenticated as the work of the named learner. Hence any submission not carrying this cover sheet will not be verified.

| | |
|----------------|--|
| Centre Name | University of Nottingham, Professional Development |
| Centre Number | |
| Unit Covered | |
| Learner Name | Please type your name here |
| Learner No. | Please type your learner registration number here |
| Date Submitted | Please type the date you submitted this to GWA Ltd |

Statement of confirmation of authenticity

By the act of making this submission, I certify that this is the work of the learner named above. The work has not, in whole or in part, been knowingly presented elsewhere for assessment, or where assessment has been built on a previous assessment, this has been identified. Where materials have been used from other sources it has been properly acknowledged. If this statement is untrue, the learner acknowledges that an assessment offence has been committed

**Attention is drawn to the plagiarism and cheating policies of both the centre and of ILM.
Plagiarism can result in a learner being withdrawn from a qualification**

Permission for ILM to use this script

ILM uses learners' submissions, on an anonymous basis, for assessment standardisation. By submitting, both the centre and the learner agree that ILM may use this script on condition that identifying information is removed.

However, if you are **unwilling** to allow ILM use this script, please refuse by putting a cross in this box



Registration Procedures

ILM Registration

All candidates who sign up for the ILM Certificate are registered with ILM. Registration for this programme will be through Professional Development, University of Nottingham

Registration Benefits

One registered with ILM you are entitled to six months free trial membership. Through their website you will have access to a range of resources and services designed to support your learning and development. The learner support offered by ILM includes:

- 'A wide range of expert management development tools and resources, including 400 digital learning resources covering essential Leadership and Management topics
- *Edge* online, ILM's no-nonsense management magazine, packed with practical tips
- Evening events with input from a guest speaker and opportunities to network with other members
- Business book summaries and digital books for online browsing plus a comprehensive e-journals service with hundreds of titles to choose from' (from the ILM website 2013)

Full details about ILM can be found on their website which is available at www.i-l-m.com.

Length of Registration

Your **trial membership of ILM** lasts for **six months** from the date of your registration

Your **ILM registration** lasts for **three years** from the date of your registration



Appeals Process

The Appeals Process (Professional Development) University of Nottingham

All assessments are marked internally and subject to external verification. In the event of an unsatisfactory result candidates are entitled to one re-submission of their work. In addition there is an appeals procedure.

All appeals will be dealt with by a panel of senior managers, none of whom will have any direct connection with appellant or their work. Appeals should be made to Martin Cussons in writing and detailing the reason(s) why the appellant considers his/her assessment to be incorrect.

Appeals will be considered on the following grounds:

- Where the participant considers that the work they
- submitted should have been marked more highly
- and can clearly explain where they consider the
- incorrect marking to have occurred.

The appeal board will compare the work against a selection of anonymised pieces of work from other participants to ensure there is no discrimination against the appellants work.

Appeals should be made within one month of being advised of the mark and the appeal board will make a decision within six weeks of an appeal being received.

Equal Opportunities at Nottingham

The University's Equal Opportunities policy states:

The University seeks to create the conditions whereby students and staff are treated solely on the basis of their merits, abilities and potential, regardless of gender, race, colour, nationality, ethnic or national origin, age*, socio-economic background, disability, religious or political beliefs, trade union membership, family circumstance, sexual orientation or other irrelevant distinction.

* subject to the normal pay and retirement conventions and University regulations on admission.

Principles

The commitment to an Equal Opportunities policy is embodied in the following principles:

Discrimination, direct or indirect, based on a person's gender, race, colour, ethnic or national origin, age*, socio-economic background, disability, religious or political beliefs, trade union membership, family circumstance, sexual orientation or any other irrelevant distinction, is unjust. Sexual and racial harassment are a form of discrimination and will be regarded as such.

In addition to being unjust, such forms of discrimination represent a waste of human resources and a denial of opportunity for individual self-fulfilment.

A successful Equal Opportunities policy requires the active support of the University community. The University therefore reaffirms its commitment to involve all staff and students in the implementation of this policy.

All staff are required to comply with this policy and while the University is committed to the implementation of the aim and principles set out above by training and by good personnel practice, it will not hesitate to enforce the policy through its procedures, including, where appropriate, disciplinary action.

Further information about Equal Opportunities and other University policies can be found at www.nottingham.ac.uk/staff-handbook/section-3/equal-ops-policy.php.

In addition to designing, delivering and assessing this programme in accordance with this policy, we also provide details of age, gender and race to the ILM to enable them to monitor these issues. All information collected for this purpose is used for these purposes only, is held confidentially and not retained longer than is needed.



About Goodman Wilkinson Associates (GWA)

GWA is a midlands based training and development consultancy offering programmes in leadership, management and personal development. Specialising within the higher education sector our portfolio covers universities across the UK.

GWA Values and Principles - (the way we like to work!)

Our Training programmes are:

- facilitated, not taught
- linked to the individual's own life experiences
- flexible in timing and delivery
- organic
- iterative
- underpinned with well researched theory and knowledge
- participant driven
- confidential

Our Training programmes provide:

- supporting links and material for individual research and review
- examples and guidance – but not prescriptive action
- national accreditation—where appropriate

We like our participants to be:

- willing to participate
- willing to share
- honest with themselves
- ready to develop and improve

Learning and Teaching Methods

Our style of training is highly participative and relies on interaction with the course participants rather than lecture style delivery. The structure of the programme is designed to enable participants to participate actively in the various sessions and to this end group discussions and exercises form a large part of the course. Work is undertaken in groups including the presentation of real work situations. In the main, individual and group activity is used to enhance the learning following introduction by more formal lecture/presentation.



The GWA Team

Jenny Wilkinson

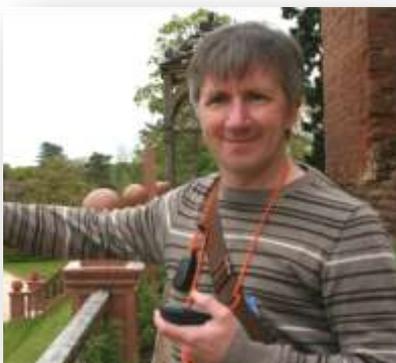


Jenny is Programme Leader for the ILM Programmes. Jenny set up GWA Training and Development in 1999 and has developed the business from being a single person consultancy to a multi-faceted operation.

Jenny is the Programme Leader and you will see her on all the training days. Her key areas include project management, working with teams and developing personal effectiveness, particularly in terms of building communication skills, dealing with negotiation and becoming more confident.

Director GWA Ltd, ILM Programme Leader

Mike Wilkinson



Mike provides the expertise for all the technical aspect of our work ensuring that our web presence is up and running and that all our computers are working.

Mike works mainly from the office, so when the rest of us are out and about it's most likely that he'll be at the end of the phone or the email if you contact us. As well as constructing our website and blended learning provision Mike is the key contact for candidates communication with the team.

Director GWA, Candidate Liaison and Multi-media Architect

Contact Details

Jenny jmw@gwa.co.uk

Mike mdw@gwa.co.uk

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