

Level 2 Certificate in Principles of Tea

Strong team leadership is essential for providing guidance, direction and instruction within a group and inevitably leads to more effective teamwork and more motivated employees. Being able to manage a team effectively is critical in the current job market, where employee productivity and team outcomes are closely monitored.

Achieve a nationally recognised Level 2 qualification.

Evidence your competency to employers.

Further your personal and professional development.

Learn at a time that suits you without the need to attend college.

Understand the importance of clear communication.

Start Date: 01 August 2024

Start Time: 08:00

Lessons: 2

Weeks: 2

Hours: 2.00

Venue

Distance Online Learning
Learning Curve

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What will I learn on this course?

Principles of team leading.

Understanding business.

Understanding how to communicate work-related information.

Plus five of the below optional units:

Understanding customers.

Understanding how to deliver customer service and resolve problems.

Understanding how to develop working relationships with colleagues.

Understanding health and safety procedures in the workplace.

Introduction to coaching.

Introduction to mentoring.

Understanding personal development.

Is this course suitable for me?

This course is suitable for those interested in progressing to either a management role or those interested in developing their skills and earning a qualification.

Is there anything I need to know about this course?

This is an online course. An initial assessment is required prior to enrolment.

What could I go on to do after this course?

If you wish to explore your learning, work or career options, you can speak to a fully trained careers advisor on 0800 100 900. <https://nationalcareersservice.direct.gov.uk>

If you need further advice please telephone 01634 338400.

Attendance Policy

This course will need to be completed by the end date, which is in 12 weeks.

How are digital skills used and enhanced?

IT/ Digital skills are fully embedded within the course as this is an online course.

The course is entirely delivered online. Learners will need to have access to a good internet connection and a computer. Learners will also need good IT skills. If learners are interested in developing their IT skills further, we have a number of Digital Skills courses available that may help.

The courseware is a pdf booklet that learners will read and then learners can go onto the website and answer questions to demonstrate their understanding. Learners may wish to print the booklet, but this is not necessary.

Health and Safety

Learners are encouraged to work safely. Poor positioning of equipment can lead to Repetitive Strain Injury (RSI).

Discover more about safe ways to work with computer equipment here:

<https://www.bbc.co.uk/bitesize/guides/zkyg87h/revision/1>

E-Learning Etiquette

Please make sure you and everyone at home are fully dressed when you are joining classes online, and that no personal information (address, bank details) can be seen.