

Title	Lead and manage a team	
Skills CFA Reference	M&L 5	
Level	2	
Credit Value	5	
GLH	25	
Unit Reference No.	H/506/1800	
Learning Outcomes	Assessment Criteria	
The learner will:	The learner can:	
1. Be able to engage and support team members	1.1 Explain organisational policies, procedures, values and expectations to team members 1.2 Communicate work objectives, priorities and plans in line with operational requirements 1.3 Explain the benefits of encouraging suggestions for improvements to work practices 1.4 Provide practical support to team members facing difficulties 1.5 Explain the use of leadership techniques in different circumstances 1.6 Give recognition for achievements, in line with organisational policies 1.7 Explain different ways of motivating people to achieve business performance targets	
2. Be able to manage team performance	2.1 Allocate responsibilities making best use of the expertise within the team 2.2 Agree with team member(s) specific, measurable objectives (SMART) in line with business needs 2.3 Provide individuals with resources to achieve the agreed objectives 2.4 Monitor individuals' progress, providing support and feedback to help them achieve their objectives 2.5 Explain techniques to monitor individuals' performance 2.6 Report on team performance in line with organisational requirements	
3. Be able to deal with problems within a team	3.1 Assess actual and potential problems and their consequences 3.2 Report problems beyond the limits of	

	<p>their own competence and authority to the right person</p> <p>3.3 Take action within the limits of their own authority to resolve or reduce conflict</p> <p>3.4 Adapt practices and processes as circumstances change</p>
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Additional Information about the unit	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Management & Leadership (2012) National Occupational Standards: <ul style="list-style-type: none"> • CFAM&LBA3 Lead your team
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.3
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014