# NCFE Level 2 Certificate in Principles of Team Leading

**Candidate Assessment Part B**

**Candidate Details**

Name:

Address:

Postcode:

Mobile Number: Work number:

Home Number: Preferred number:

Preferred contact time(s): Morning: Late afternoon: Anytime:

 Early afternoon: Evening:

Email:

Employer:

College:

**Candidate Statement**

I have completed the following assessment and confirm all the work is my own.

Signed:

Date:

**Unit 3: Understand how to communicate work-related information**

(Please note: the numbers in brackets refer to the assessment criteria for each question and are for your tutor’s use.)

Q1. Describe communication techniques used to gain and maintain the attention and interest of an audience. (1.1)

Q2. Explain the principles of effective written business communications. (1.2)

Q3. Explain the principles of effective verbal communications in a business environment. (1.3)

Q4. Describe the importance of checking the accuracy and currency of information to be communicated. (1.4)

Q5. Describe the importance of explaining to others the level of confidence that can be place on the information being communicated. (1.5)

Q6. Describe the advantages and disadvantages of different methods of communication for different purposes. (1.6)

Q7. Explain the structure and purpose of different types of meetings in a business environment. (2.1)

Q8. Explain the importance of having a meeting agenda which addresses objectives. (2.2)

Q9. Explain the range of documents required for different types of meetings. (2.3)

Q10. Explain the importance of confirming objectives to be achieved during the meeting with the relevant people. (2.4)

**Unit 4: Understand how to manage performance and conflict in the workplace**

Q1. Explain the use of benchmarks in managing performance. (1.1)

Q2. Explain a range of quality management techniques to manage team performance. (1.2)

Q3. Describe constraints on the ability to amend priorities and plans. (1.3)

Q4. Explain typical organisational policies and procedures on discipline, grievance and dealing with underperformance. (2.1)

Q5. Explain how to identify causes of underperformance. (2.2)

Q6. Explain the purpose of making individuals aware of their underperformance clearly but sensitively. (2.3)

Q7. Explain how to address issues that hamper individuals’ performance. (2.4)

Q8. Explain how to agree a course of action to address underperformance. (2.5)

Q9. Evaluate the suitability of different methods of conflict management in different situations. (3.1)

Q10. Describe the personal skills needed to deal with conflict between other people. (3.2)

Q11. Analyse the potential consequences of unresolved conflict within a team. (3.3)

Q12. Explain the role of external arbitration and conciliation in conflict resolution. (3.4)

External arbitration:

Conciliation:

**Unit 5: Principles of equality and diversity in the workplace**

Q1. Define the concept of ‘equality and diversity’. (1.1)

Q2. Describe the legal requirements for equality of opportunity. (1.2)

Q3. Describe the role and powers of organisations responsibility for equality. (1.3)

Q4. Explain the benefits of equal opportunities and diversity. (1.4)

Q5. Explain the potential consequences for an organisation of failing to comply with equality legislation. (1.5)

Q6. Explain how organisational policies on equality and diversity translate into day to day activity in the workplace. (2.1)

Q7. Describe your own responsibilities for equality and diversity in the workplace. (2.2)

Q8. Describe behaviours that support equality, diversity and inclusion in the workplace. (2.3)

**Assessment Checklist**

**Now you have completed this assessment booklet, please now complete this final checklist:**

I have answered all of the assessment questions

I can confirm all the work in the assessment is my own

Name:

Signed:

**CONGRATULATIONS!**

**You have now completed your Part B Assessment. Please make sure you have completed all questions fully and you have filled in the front cover page with your personal details.**

**You now need to submit your answers to be marked. Please follow the instructions as detailed in your induction.**

**Your tutor will mark your work and provide robust feedback. Should your paper be referred, you will be required to resubmit answers until you have passed.**

**Please contact our support team if you require any further advice or guidance.**