



GM28 22 SVQ in Team Leading at SCQF Level 6

To attain the qualification candidates must complete **6** Units in total. This comprises:

- ◆ 4 mandatory Units
- ◆ 2 optional Units

Please note the table below shows the SSC identification codes listed alongside the corresponding SQA Unit codes. It is important that the SQA Unit codes are used in all your recording documentation and when your results are communicated to SQA.

Mandatory Units: Candidates must complete all 4 Units from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
HK25 04	CFAM&LAA1	Manage Yourself	6	5
HK2L 04	CFAM&LDD1	Develop and Sustain Productive Working Relationships with Colleagues	6	6
HC8V 04	CFAM&LDB2	Allocate Work to Team Members	5	6
H8H2 04	CFAM&LEB1	Provide Healthy, Safe, Secure and Productive Working Environments and Practices	7	7

Optional Units: Candidates must complete 2 Units from this group				
SQA code	SSC code	Title	SCQF level	SCQF credits
H5XP 04	CFAM&LBA3	Lead Your Team	7	9
H69F 04	CFAM&LDC5	Help Individuals Address Problems Affecting Their Performance	6	5
H99J 04	CFAM&LDD7	Represent your Area of Responsibility in Meetings	5	2
HK2G 04	CFAM&LDA6	Initiate and Follow Disciplinary Procedures	6	6
HK2J 04	CFAM&LDA7	Initiate and Follow Grievance Procedures	6	6
H41M 04	CFAM&LDA3	Induct Individuals into Their Roles	6	4
H41N 04	CFAM&LDB5	Manage Team Communications	5	3
H41P 04	CFAM&LDB9	Promote Staff Wellbeing	6	5

H41R 04	CFAM&LDC1	Identify Individuals' Learning Needs and Styles	6	4
H9YF 04	CFACSC5	Monitor and Solve Customer Service Problems	6	6
HK20 04	CFACSD8	Work with Others to Improve Customer Service	6	8
H9YD 04	CFACSC3	Resolve Customer Service Problems	5	6
HK21 04	CFACSD2	Support Customer Service Improvements	5	5
H988 04	CFAM&LDB3	Quality Assure Work in Your Team	5	6