Level A – Certificate in Team Leading Project Guidelines for Candidates

As a key part of the 20/20 MDS™ program, every candidate is expected to apply the learning from a particular module by submitting a work-based project. You might find that the Project is the most daunting aspect of your course! But, don't worry – thousands have gone before you, and have found it one of the most rewarding parts of the learning process! You will receive broad guidance and support from your learning coordinator, but the responsibility rests with you to undertake and present your Project to meet the overall programme assessment requirements.

Your learning coordinator will provide support and guidance in the preparation of your Project, each time you finish a module. Once completed, your learning coordinator will arrange for the assessment of your Project. You will receive limited feedback on your work with the result.

The Project gives you an opportunity to actively manage your own time and efforts, and will increase the personal development that takes place throughout your programme of study. You are free to choose the topic for your Project in each module, but remember that it must focus on the **management** or **leadership** issues that surround the operational "problem" or "challenge" you select (relevant to the module you are studying).

You are strongly advised to involve your line manager in the choice of your topic, in order to ensure support from your organisation and give credibility to your Project. Your line manager can also act as a mentor in the workplace, and provide valuable support – just simply discussing progress can help immensely! He or she will also be able to help you decide on the viability of your ideas – but remember, it is **your** Project!

As well as the assessment aspect of the Project, another main aim is to contribute to your development as an effective manager or supervisor by providing

● practical experience in identifying and solving problems,
● opportunities to integrate and apply the skills and knowledge from the programme in the workplace,
● opportunities to develop your professional communication skills, and
● a chance to make a real contribution to your own organisation's effectiveness

Note that it is NOT appropriate simply to "write up" something which has happened in the recent past! The Project is designed to assess your skills in analysing current situations and making practical proposals for future improvement – taking a current issue and moving it forward for the benefit of you and the organisation as a whole.

A Project report will normally be not less than 600-800 words, plus relevant appendices. You may also include appropriate charts, diagrams, overheads or spreadsheets. The report has to be presented in a formal and professional manner, which would be likely to persuade your manager to support and/or act upon your proposals and/or its recommendations.

Presenting Your Project

The Project is based upon applying the skills and knowledge acquired during each module to bring about an improvement in the workplace.

- You should complete the Project towards the end of each module that you complete in the 20/20 MDS™ programme, as you must demonstrate your achievement of the learning outcomes for the modules you have studied and how these will be applied in the workplace.

- You should prepare your work as clearly as possible – this normally should be word-processed. In exceptional circumstances your learning coordinator can make special arrangements for alternative ways to present your work. **Please make sure that all pages are numbered.** Your candidate registration number (or your name) should appear on each sheet submitted.

- The amount of time you take to complete the Project will naturally vary from one person to another, but as a guide your submitted work should be between 600 and 800 words. Word count is provided for each part of your work to ensure a balanced coverage of each area. Of course, you will also need to spend time gathering information, etc, as well as actually writing up your Project.

- Your Team Leader/Manager or learning coordinator must attach a Confirmation Sheet to your Project when it is submitted for assessment. This is used to confirm that the Project is your own work in response to the standard task set by WCOD/ILM.

- You are advised to keep a separate copy of your Project for your own reference, as the one submitted for assessment has to be retained for quality assurance purposes.

- Your Team Leader/Manager or learning coordinator will also attach a Mark Sheet to your Project. This is for the Assessor's use. A copy of this will be returned to you after your Project has been assessed, to give you the results and some limited feedback on your work.

- Appropriate use may be made of charts, diagrams and spreadsheets **where these aid clarity** but these are **not essential** at this level. **Relevant** documents and other printed material may also be attached but should not be included within the nominal word count.

- Any work that you submit must be your own. Any external material that you choose to include should be clearly referenced nominating the book or Article name first, the author name, the publisher and the date of publication.

Assessment Criteria

- **In order to pass each project, candidates need to achieve not less than 50 marks in total, AND achieve a certain minimum number of marks within each section – these are shown in brackets.** *(In other words a candidate may have 50+ marks in total, but will fail if the minimum marks in one section are not achieved. There is NO compensation between sections.)*

- Whilst candidates will not be penalised for weak grammar and spelling, candidates are reminded that this is a qualification for Team Leaders and therefore language and presentation aspects should commensurate with this.

- There are FOUR possible **final** outcomes relating to projects which will be listed on the Results List: **PASS** or **FAIL** or **REFERRAL** or **DID NOT COMPLETE**.

- A "Fail" result in ONE component only, will be notified on the Results List as a Referral, and the candidate may re-submit that component ONE further time within a three-month period from the date of notification.

- A "Fail" result in more than one component will be notified on the Results List as a Fail, and the candidate would be required to undergo the programme of study and assessment again if they wish to continue working towards the qualification.

The Project Task

Objectives

To provide candidates with the opportunity to demonstrate

- achievement of learning outcomes associated with modules they have studied, and
- how these are applied in the workplace to bring about positive business benefits

The Task

Select a problem or challenge in your own area at work, where you can suggest an improvement using the knowledge and skills acquired in the relevant module on your Level A Certificate in Team Leading programme. Remember the two objectives above – these are the keys to success!

You are advised to discuss your choice of problem with your line manager. It should not be large or complex, but it must offer scope for some improvement – perhaps in productivity, profitability, customer service or working relationships, or perhaps in reducing waste, costs or staff turnover. It may even be a **potential** problem or challenge, which you have identified.

The various stages in your Project are set out below. The structure given is designed to help you to present your work logically, including all the required steps. To maximise your chances of success, follow this guidance carefully, **use the headings** shown below, and also note the assessment criteria on the following page. The word counts should not be followed slavishly, but are given as a guide to producing a **balanced** Project.

1. **The Problem or Challenge (min 7 from 20 marks).** Briefly describe the problem or challenge you have chosen for your Project, including (where appropriate) its effects and the likely causes. *(100-150 words)*

2. **Using Information (min 7 from 20 marks).** Explain briefly how you have used information from a variety of sources, including involving the team, to investigate and decide on a course of action to bring about an improvement or solve the problem. *(150-200 words)*

3. **Making it Happen (min 10 marks from 30).** Start off by clearly stating your intended outcome as precisely as you can. Then demonstrate that you can plan and organise activities effectively to make this become a reality and give any necessary instructions to other people, where this is needed. This section should also include your awareness of using targets to achieve specific outcomes, and the need to work within the organisation's policies and procedures. *(200-250 words)*

4. **Resources (min 3 from 10 marks).** Explain what resources will be required to achieve your intended outcome, showing awareness of the need to use these efficiently and effectively *(50-75 words)*

5. **Leading the Team (min 7 from 20 marks).** In this final section, you should look at your role and responsibilities in achieving the intended outcome by working effectively with the team, and within the limits of their authority and responsibility. You should demonstrate your awareness of how to motivate team members to achieve the intended outcomes. *(100-125 words)*

The End of the Road!

Finally, hand in your work by the due date, which will be given to you by your learning coordinator. This is usually before the commencement of the first scheduled workshop for the next module you will attend, but can be deferred if an individual wishes to do so.

In the unlikely event that you do not reach a satisfactory standard when you first submit your Project for assessment, your learning coordinator will give you a brief feedback on its shortcomings, in the form of a copy of the Mark Sheet. You will then have an opportunity to do some more work and re-submit your Project for assessment **once** more before the results for your whole programme are finalised.

And that's all there is to it! It's not so difficult, and you will derive a great deal of satisfaction from your efforts! A few final words of sound advice:

- Start early – you don't know what unexpected events may arise to delay your work
- Plan properly, and in detail
- Manage your time effectively
- Make particular use of the assessment criteria to check that you have fulfilled the requirements
- Follow the advice given above, and from your learning coordinator and line manager

In the last few pages of this document, there are three forms or templates for you to use in your Project.

The first of these is the Project Summary Sheet (to be used by the submitting candidate). This can also be found on the last page of the Candidate Workbook. This is always filled out as the first page of any submitted Project.

The second form and template is the Project Confirmation Form, which must be signed by the candidate's supervisor.

Finally, the last form or template is used by assessors to rate the Project. This also shows the marks available for each section.

Good luck!

Level A Certificate in Team Leading
Mini Project Assessment Summary Template

Module name:	
Centre number:	Candidate name:
Organisation and location:	
Candidate reg. number:	Region/country:

Criteria	Project notes	Assessment comments
1. What is the problem or situation to which this learning is applied?		
2. What is the new approach or change that is being proposed?		
3. What resources are involved and what is the likely impact on people and systems in the organisation?		

What are the estimated costs of implementing this change/ new approach?	What are the estimated benefits (hard and soft) of implementing this change/new approach?	What are the estimated financials benefit over a full 12 month period?
Assessment comments	Assessment comments	Assessment comments

Level A Certificate in Team Leading
Project Confirmation Form

Module name:	
Centre number:	Candidate name:
Organisation and location:	
Candidate reg. number:	Region/country:

Task

Select a problem or challenge in your own area at work, (or within another organisation if you are currently unemployed) where you can suggest an improvement using the knowledge and skills acquired on your Level A Certificate in Team Leading programme. Remember the two objectives above – these are the keys to success!

You may wish to discuss your choice of problem or challenge with your line manager. It should not be large or complex, but it must offer scope for some improvement – perhaps in productivity, profitability, customer service or working relationships, or perhaps in reducing waste, costs or labour turnover. It may even be a potential problem or issue, which you have identified.

The various stages in your Mini Project are set out below. The structure given is designed to help you to present your work logically, including all the required steps. To maximise your chances of success, follow this guidance carefully, use the headings shown below, and also note the assessment criteria on the following page. The word counts should not be followed slavishly, but are given as a guide to producing a balanced Mini Project.

1. **The Problem or Challenge (min 7 from 20 marks).** Briefly describe the problem or challenge you have chosen for your Project, including its effects and the likely causes. *(100-150 words)*

2. **Using Information (min 7 from 20 marks).** Explain briefly how you have used information from a variety of sources, including involving the team, to investigate and decide on a course of action to bring about an improvement or solve the problem. *(150-200 words)*

3. **Making it Happen (min 10 marks from 30).** Start off by clearly stating your intended outcome as precisely as you can. Then demonstrate that you can plan and organise activities effectively to make this become a reality, and give any necessary instructions to other people. This section should also include your awareness of using targets to achieve specific outcomes, and the need to work within the organisation's policies and procedures. *(200-250 words)*

4. **Resources (min 3 from 10 marks).** Explain what resources will be required to achieve your intended outcome, showing awareness of the need to use these efficiently and effectively. *(50-75 words)*

5. **Leading the Team (min 7 from 20 marks).** In this final section, you should look at the team leader's role and responsibilities in achieving the intended outcome by working effectively with the team, and within the limits of their authority and responsibility. You should demonstrate your awareness of how to motivate team members to achieve the intended outcomes. *(100-125 words)*

I confirm that this Project is the authentic work of the registered candidate indicated above. It was completed outside the guided learning hours, and has been submitted for assessment in response to the task above, as set by WCOD and ILM.

Signature of Team Leader _____ Date _____

Team Leader's name (block capitals) _____

Level A Certificate in Team Leading
Project Mark Sheet

Module name:			
Centre number:	Candidate name:		
Organisation and location:			
Candidate reg. number:	Region/country:		

Criteria	Comments (if applicable)	Assessor's mark	QA mark
The Problem (min 7) • Problem is clearly described as context for Project • Effects of situation are identified • Causes of (potential) problem or challenge are identified		**/20**	/20
Using Information (min 7) • Appropriate information is gathered and selected • Information is used effectively for purpose • Team members are involved in generating solution • Decision is taken on appropriate course of action		**/20**	/20
Making it Happen (min 10) • Intended outcome is clearly stated, within organisational policies, procedures and priorities • Use of targets to achieve outcomes is understood • Plans and schedules activities to achieve outcomes • Provides clear pathway to achieve outcomes		**/30**	/30
Resources (min 3) • Demonstrates awareness of efficient resource use • Appreciates own responsibility for resource usage • Demonstrates awareness of relevant wider organisational/other issues		**/10**	/10
Leading the Team (min 7) • Recognises role and responsibilities of the team leader in achieving outcomes • Appreciates limits of authority/responsibility • Demonstrates awareness of how to motivate self and others		**/20**	/20

Assessor's Decision		Quality Assurance Use	
Total marks	**Outcome** (circle as applicable)	**Total marks**	**Outcome** (circle as applicable)
Total 50+ overall, AND minimum in each section	PASS FAIL	Total 50+ overall, AND minimum in each section	PASS FAIL
Section fail if applicable:		IV:	
Assessor:		Date of QA check:	