

## Business and Administration NVQ L2 Certificate mandatory unit content



This map accompanies the PLTS Guide for practitioners which can be downloaded from [www.cfa.uk.com](http://www.cfa.uk.com)

The guide includes:

- an explanation about the importance of PLTS
- general principles for delivery
- where there is little or no coverage in the mandatory units, illustrations of where PLTS can be found in the optional units
- illustrations of PLTS in Functional Skills, ERR and other processes.

Independent Enquiry	INDEPENDENT ENQUIRY					
	Identify questions to answer and problems to resolve	Plan and carry out research, appreciating the consequences of decisions	Explore issues, events or problems from different perspectives	Analyse and evaluate information, judging its relevance and value	Consider the influence of circumstances, beliefs and feelings on decisions and events	Support conclusions, using reasoned arguments and evidence
<b>Business and Administration NVQ L2 Certificate mandatory unit content</b>						
F/601/2467: Manage own performance in a business environment						
LO1: Understand how to plan work and be accountable to others	1.8					
LO2: Understand how to behave in a way that supports effective working						
LO3: Be able to plan and be responsible for own work, supported by others	3.4					
LO4: Behave in a way that supports effective working						
L/601/2469: Improve own performance in a business environment						
LO1: Understand how to improve own performance						
LO2: Be able to improve own performance using feedback						
LO3: Be able to agree own development needs using a learning plan						

## Independent Enquiry

### INDEPENDENT ENQUIRY

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Support conclusions, using reasoned arguments and evidence

### Business and Administration NVQ L2 Certificate mandatory unit content

#### F/601/2470: Work in a business environment

LO1: Understand how to respect other people at work						
LO2: Understand how to maintain security and confidentiality at work and deal with concerns			2.1 - 2.4			
LO3: Understand the purpose and procedures for keeping waste to a minimum in a business environment			3.1 - 3.6			
LO4: Understand procedures for disposal of hazardous materials			4.1; 4.2			
LO5: Know how to support sustainability in an organisation			5.1; 5.2			
LO6: Be able to respect and support other people at work in an organisation						
LO7: Be able to maintain security and confidentiality						
LO8: Be able to support sustainability and minimise waste in an organisation						

#### D/601/2475: Communicate in a business environment

LO1: Understand the purpose of planning communication		2.1		2.1		
LO2: Understand how to communicate in writing						
LO3: Understand how to communicate verbally						
LO4: Understand the purpose of feedback in developing communication skills						
LO5: Be able to plan communication						
LO6: Be able to communicate in writing		6.1		6.1		
LO7: Be able to communicate verbally						
LO8: Be able to identify and agree ways of further developing communication skills						

## Effective Participation

### EFFECTIVE PARTICIPATION

Discuss issues of concern seeking resolution where needed

Present a persuasive case for action

Propose practical ways forward breaking these down into manageable steps

Identify improvements that would benefit others as well as themselves

Try to influence others, negotiating and balancing diverse views to reach workable solutions

Act as an advocate for views and beliefs that may differ from their own

#### Business and Administration NVQ L2 Certificate mandatory unit content

##### F/601/2467: Manage own performance in a business environment

LO1: Understand how to plan work and be accountable to others

LO2: Understand how to behave in a way that supports effective working

LO3: Be able to plan and be responsible for own work, supported by others

LO4: Behave in a way that supports effective working

##### L/601/2469: Improve own performance in a business environment

LO1: Understand how to improve own performance

LO2: Be able to improve own performance using feedback

LO3: Be able to agree own development needs using a learning plan

##### F/601/2470: Work in a business environment

LO1: Understand how to respect other people at work

LO2: Understand how to maintain security and confidentiality at work and deal with concerns

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LO4: Understand procedures for disposal of hazardous materials

LO5: Know how to support sustainability in an organisation

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### Business and Administration NVQ L2 Certificate mandatory unit content

#### D/601/2475: Communicate in a business environment

LO1: Understand the purpose of planning communication						
LO2: Understand how to communicate in writing		2.3; 2.4				
LO3: Understand how to communicate verbally	3.1 - 3.4					
LO4: Understand the purpose of feedback in developing communication skills						
LO5: Be able to plan communication						
LO6: Be able to communicate in writing		6.1 - 6.6				
LO7: Be able to communicate verbally	7.1 - 7.5					
LO8: Be able to identify and agree ways of further developing communication skills						

## Team Working

### TEAM WORKING

Collaborate with others to work towards common goals

Reach agreements, managing discussions to achieve results

Adapt behaviour to suit different roles and situations, including leadership roles

Show fairness and consideration to others

Take responsibility, showing confidence in themselves and their contribution

Provide constructive support and feedback to others

#### Business and Administration NVQ L2 Certificate mandatory unit content

##### F/601/2467: Manage own performance in a business environment

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LO3: Be able to plan and be responsible for own work, supported by others

LO4: Behave in a way that supports effective working

2.5; 2.6; 2.7

3.7

4.4

4.5

##### L/601/2469: Improve own performance in a business environment

LO1: Understand how to improve own performance

LO2: Be able to improve own performance using feedback

LO3: Be able to agree own development needs using a learning plan

##### Unit F/601/2470: Work in a business environment

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LO4: Understand procedures for disposal of hazardous materials

LO5: Know how to support sustainability in an organisation

LO6: Be able to respect and support other people at work in an organisation

LO7: Be able to maintain security and confidentiality

LO8: Be able to support sustainability and minimise waste in an organisation

1.1; 1.2; 1.3

6.1; 6.2

## Team Working

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### Business and Administration NVQ L2 Certificate mandatory unit content

#### D/601/2475: Communicate in a business environment

LO1: Understand the purpose of planning communication		1.1-1.4				
LO2: Understand how to communicate in writing			2.2; 2.3; 2.4			
LO3: Understand how to communicate verbally		3.1; 3.2; 3.4		3.3		
LO4: Understand the purpose of feedback in developing communication skills						
LO5: Be able to plan communication		5.1 - 5.3				
LO6: Be able to communicate in writing			6.2; 6.3			
LO7: Be able to communicate verbally		7.1; 7.2; 7.4; 7.5		7.3		
LO8: Be able to identify and agree ways of further developing communication skills						

Self Management	SELF MANAGEMENT						
	Seek out challenges or new responsibilities and show flexibility when priorities change	Work towards goals, showing initiative, commitment and perseverance	Organise time and resources, prioritising actions	Anticipate take and manage risks	Deal with competing pressures, including personal and work-related demands	Respond Positively to change seeking advice and support when needed	Manage their emotions and build and maintain relationships
<b>Business and Administration NVQ L2 Certificate mandatory unit content</b>							
<b>F/601/2467: Manage own performance in a business environment</b>							
LO1: Understand how to plan work and be accountable to others	1.7	1.2; 1.3; 1.4	1.5			1.9	
LO2: Understand how to behave in a way that supports effective working	2.3	2.1; 2.2				2.4	
LO3: Be able to plan and be responsible for own work, supported by others	3.6	3.1; 3.6; 3.8	3.2; 3.3				
LO4: Behave in a way that supports effective working	4.2	4.1				4.3	
<b>L/601/2469: Improve own performance in a business environment</b>							
LO1: Understand how to improve own performance							
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LO5: Know how to support sustainability in an organisation							
LO6: Be able to respect and support other people at work in an organisation		6.4					
LO7: Be able to maintain security and confidentiality		7.1 - 7.3					
LO8: Be able to support sustainability and minimise waste in an organisation		8.1 - 8.4					

Self Management	SELF MANAGEMENT						
	Seek out challenges or new responsibilities and show flexibility when priorities change	Work towards goals, showing initiative, commitment and perseverance	Organise time and resources, prioritising actions	Anticipate take and manage risks	Deal with competing pressures, including personal and work-related demands	Respond positively to change seeking advice and support when needed	Manage their emotions and build and maintain relationships
Business and Administration NVQ L2 Certificate mandatory unit content							
D/601/2475: Communicate in a business environment							
LO1: Understand the purpose of planning communication							
LO2: Understand how to communicate in writing		2.5 - 2.8; 2.10	2.9				
LO3: Understand how to communicate verbally							
LO4: Understand the purpose of feedback in developing communication skills							
LO5: Be able to plan communication							
LO6: Be able to communicate in writing		6.4; 6.5; 6.7; 6.8	6.6				
LO7: Be able to communicate verbally							
LO8: Be able to identify and agree ways of further developing communication skills							



## Reflective Learning

### REFLECTIVE LEARNING

Assess themselves and others, identifying opportunities and achievements

Set goals with success criteria for their development and work

Review progress, acting on the outcomes

Invite feedback and deal positively with praise, setbacks and criticism

Evaluate experiences and learning to inform future progress

Communicate their learning in relevant ways for different audiences

#### Business and Administration NVQ L2 Certificate mandatory unit content

##### F/601/2467: Manage own performance in a business environment

LO1: Understand how to plan work and be accountable to others

1.10

1.10

LO2: Understand how to behave in a way that supports effective working

LO3: Be able to plan and be responsible for own work, supported by others

3.7

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##### L/601/2469: Improve own performance in a business environment

LO1: Understand how to improve own performance

1.4; 1.5

1.2

1.1; 1.3

LO2: Be able to improve own performance using feedback

2.3

2.1; 2.2

LO3: Be able to agree own development needs using a learning plan

3.1

3.2; 3.3

3.4

3.1

##### F/601/2470: Work in a business environment

LO1: Understand how to respect other people at work

1.4

1.4

LO2: Understand how to maintain security and confidentiality at work and deal with concerns

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## Reflective Learning

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### Business and Administration NVQ L2 Certificate mandatory unit content

#### D/601/2475: Communicate in a business environment

Learning Outcome	Assess themselves and others, identifying opportunities and achievements	Set goals with success criteria for their development and work	Review progress, acting on the outcomes	Invite feedback and deal positively with praise, setbacks and criticism	Evaluate experiences and learning to inform future progress	Communicate their learning in relevant ways for different audiences
LO1: Understand the purpose of planning communication						1.2
LO2: Understand how to communicate in writing						2.4
LO3: Understand how to communicate verbally						
LO4: Understand the purpose of feedback in developing communication skills			4.2	4.1	4.2	
LO5: Be able to plan communication						
LO6: Be able to communicate in writing						6.2; 6.3
LO7: Be able to communicate verbally						
LO8: Be able to identify and agree ways of further developing communication skills			8.2	8.1	8.2	

## Creative Thinking

### CREATIVE THINKING

Generate ideas and explore possibilities

Ask questions to extend their thinking

Connect their own and others' ideas and experiences in inventive ways

Question their own and others' assumptions

Try out alternatives or new solutions and follow ideas through

Adapt ideas as circumstances change

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