

Business and Administration NVQ L3 Diploma mandatory unit content



This map accompanies the PLTS Guide for practitioners which can be downloaded from 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
Business and Administration NVQ L3 Diploma mandatory unit content						
L/601/2519: Manage own performance in a business environment						
LO1: Understand how to plan and prioritise work and be accountable to others	1.4		1.4			
LO2: Understand how to behave in a way that supports effective working						
LO3: Be able to plan, prioritise and be accountable for own work	3.4		3.4			
LO4: Behave in a way that supports effective working						
F/601/2520: Evaluate and improve own performance in a business environment						
LO1: Understand how to evaluate and improve own performance						
LO2: Be able to evaluate and improve own performance using feedback from others						
LO3: Be able to use evaluation of own performance to agree, develop and use a learning plan						

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Business and Administration NVQ L3 Diploma mandatory unit content

J/601/2521: Work in a business environment

LO1: Understand the purpose and benefits of respecting and supporting other people at work						
LO2: Understand how to maintain security and confidentiality at work and deal with concerns			2.1 - 2.4			
LO3: Understand how to assess, manage and monitor risk in the workplace						
LO4: Understand the purpose of keeping waste to a minimum in a business environment and the procedures to follow			4.1 - 4.6			
LO5: Understand procedures for disposal of hazardous materials			5.1; 5.2			
LO6: Understand ways of supporting sustainability in an organisation			6.1 - 6.3			
LO7: Be able to respect and support other people at work in an organisation						
LO8: Be able to maintain security and confidentiality						
LO9: Be able to assess, manage and monitor risk						
LO10: Be able to support the minimisation of waste in an organisation						
LO11: Be able to follow procedures for the disposal of hazardous waste in an organisation						
LO12: Be able to support sustainability in an organisation						

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Business and Administration NVQ L3 Diploma mandatory unit content

K/601/2527: Communicate in a business environment

LO1: Understand the purpose of planning communication						
LO2: Understand how to communicate in writing		2.1		2.1; 2.3; 2.4		
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 L3 Diploma mandatory unit content

L/601/2519: Manage own performance in a business environment

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

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

LO3: Be able to plan, prioritise and be accountable for own work

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F/601/2520: Evaluate and improve own performance in a business environment

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LO3: Be able to use evaluation of own performance to agree, develop and use a learning plan

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Business and Administration NVQ L3 Diploma mandatory unit content

K/601/2527: Communicate in a business environment

LO1: Understand the purpose of planning communication						
LO2: Understand how to communicate in writing		2.3 - 2.5				
LO3: Understand how to communicate verbally	3.1 - 3.8				3.3	3.3
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 - 7.6	7.2; 7.3			7.2; 7.3	7.2; 7.3
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 L3 Diploma mandatory unit content

L/601/2519: Manage own performance in a business environment

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LO4: Behave in a way that supports effective working

2.8; 2.9

2.5; 2.6

2.10

3.7

4.6

4.3

4.7

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J/601/2521: Work in a business environment

LO1: Understand the purpose and benefits of respecting and supporting other people at work				1.3; 1.4; 1.5; 1.6		1.1; 1.2
LO2: Understand how to maintain security and confidentiality at work and deal with concerns						
LO3: Understand how to assess, manage and monitor risk in the workplace						
LO4: Understand the purpose of keeping waste to a minimum in a business environment and the procedures to follow						
LO5: Understand procedures for disposal of hazardous materials						
LO6: Understand ways of supporting sustainability in an organisation						
LO7: Be able to respect and support other people at work in an organisation				7.1; 7.2		
LO8: Be able to maintain security and confidentiality						
LO9: Be able to assess, manage and monitor risk						
LO10: Be able to support the minimisation of waste in an organisation						
LO11: Be able to follow procedures for the disposal of hazardous waste in an organisation						
LO12: Be able to support sustainability in an organisation						12.4

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Business and Administration NVQ L3 Diploma mandatory unit content

K/601/2527: Communicate in a business environment

Learning Outcome	1.1 -1 .4	1.2	2.2; 2.3; 2.4; 2.5	3.7		
LO1: Understand the purpose of planning communication						
LO2: Understand how to communicate in writing						
LO3: Understand how to communicate verbally	3.1; 3.2; 3.8	3.3; 3.4; 3.5				
LO4: Understand the purpose of feedback in developing communication skills						
LO5: Be able to plan communication	5.1 -5 .3	5.2				
LO6: Be able to communicate in writing		6.3; 6.4				
LO7: Be able to communicate verbally	7.1; 7.5; 7.8	7.2; 7.3		7.4		
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
Business and Administration NVQ L3 Diploma mandatory unit content							
L/601/2519: Manage own performance in a business environment							
LO1: Understand how to plan and prioritise work and be accountable to others	1.6	1.1; 1.2	1.1; 1.3		1.3	1.6	
LO2: Understand how to behave in a way that supports effective working	2.7	2.1; 2.2			2.3	2.7	2.5; 2.6
LO3: Be able to plan, prioritise and be accountable for own work	3.6	3.1; 3.3	3.2; 3.3			3.6	
LO4: Behave in a way that supports effective working	4.4; 4.5	4.1				4.5	4.3
F/601/2520: Evaluate and improve own performance in a business environment							
LO1: Understand how to evaluate and improve own performance							
LO2: Be able to evaluate and improve own performance using feedback from others							
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Business and Administration NVQ L3 Diploma mandatory unit content							
J/601/2521: Work in a business environment							
LO1: Understand the purpose and benefits of respecting and supporting other people at work							
LO2: Understand how to maintain security and confidentiality at work and deal with concerns							
LO3: Understand how to assess, manage and monitor risk in the workplace				3.1 - 3.3			
LO4: Understand the purpose of keeping waste to a minimum in a business environment and the procedures to follow							
LO5: Understand procedures for disposal of hazardous materials							
LO6: Understand ways of supporting sustainability in an organisation							
LO7: Be able to respect and support other people at work in an organisation		7.4					
LO8: Be able to maintain security and confidentiality		8.1 - 8.3					
LO9: Be able to assess, manage and monitor risk				9.1- 9.6			
LO10: Be able to support the minimisation of waste in an organisation		10.1; 10.2					
LO11: Be able to follow procedures for the disposal of hazardous waste in an organisation		11.1					
LO12: Be able to support sustainability in an organisation		12.1;12.3					

Self Management	SELF MANAGEMENT						
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Business and Administration NVQ L3 Diploma mandatory unit content							
K/601/2527: Communicate in a business environment							
LO1: Understand the purpose of planning communication							
LO2: Understand how to communicate in writing		2.6-2.9; 2.11	2.10				
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		6.2; 6.5; 6.6; 6.8; 6.9	6.7				
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 L3 Diploma mandatory unit content						
L/601/2519: Manage own performance in a business environment						
LO1: Understand how to plan and prioritise work and be accountable to others		1.2		1.7	1.7	
LO2: Understand how to behave in a way that supports effective working				2.4		
LO3: Be able to plan, prioritise and be accountable for own work		3.1	3.8	3.7	3.7; 3.8	
LO4: Behave in a way that supports effective working	4.5			4.2		
F/601/2520: Evaluate and improve own performance in a business environment						
LO1: Understand how to evaluate and improve own performance	1.3; 1.6; 1.7	1.8	1.4	1.2	1.1; 1.3; 1.5	
LO2: Be able to evaluate and improve own performance using feedback from others	2.2; 2.5		2.3; 2.4	2.1; 2.2	2.2; 2.5	
LO3: Be able to use evaluation of own performance to agree, develop and use a learning plan	3.4	3.2; 3.3	3.4		3.1; 3.4	

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 L3 Diploma mandatory unit content

J/601/2521: Work in a business environment

LO1: Understand the purpose and benefits of respecting and supporting other people at work	1.7			1.7		
LO2: Understand how to maintain security and confidentiality at work and deal with concerns						
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LO7: Be able to respect and support other people at work in an organisation				7.3		
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LO10: Be able to support the minimisation of waste in an organisation						
LO11: Be able to follow procedures for the disposal of hazardous waste in an organisation						
LO12: Be able to support sustainability in an organisation	12.2		12.2		12.2	

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LO1: Understand the purpose of planning communication						
LO2: Understand how to communicate in writing						2.5
LO3: Understand how to communicate verbally						3.3
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						6.3; 6.4
LO7: Be able to communicate verbally						7.2; 7.3
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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LO3: Be able to plan, prioritise and be accountable for own work	3.4				3.4	
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F/601/2520: Evaluate and improve own performance in a business environment						
LO1: Understand how to evaluate and improve own performance					1.4	
LO2: Be able to evaluate and improve own performance using feedback from others					2.3; 2.4	
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Creative Thinking

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