

## Level 3 Contact Centre Operations mandatory knowledge units mapped to Personal Learning and Thinking Skills



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>Contact Centre Operations L3 Technical Certificate mandatory unit content</b>						
<b>D/601/7644: Principles of personal responsibilities and how to develop and evaluate own performance at work</b>						
LO1: Understand the employment rights and responsibilities of the employee and employer and their purpose	1.1; 1.3	1.1; 1.3	1.2; 1.6	1.1 - 1.6	1.6	1.1; 1.2; 1.3; 1.6
LO2: Understand the purpose of health, safety and security procedures at work			2.1; 2.2	2.1; 2.2		2.1; 2.2
LO3: Understand how to manage own work						
LO4: Understand how to evaluate and improve own performance at work	4.4	4.4	4.4	4.4		4.4
LO5: Understand the types of problems that may occur with own work and how to deal with them	5.1 - 5.3	5.2	5.2	5.2	5.2	5.2
LO6: Understand the decision making process	6.1		6.1			
<b>F/503/0358: Principles of personal and organisational effectiveness in a contact centre</b>						
LO1: Understand how to use feedback on performance in a contact centre				1.1; 1.2		
LO2: Understand how to improve personal and organisational performance in a contact centre			2.4	2.2; 2.3; 2.4; 2.5	2.3	
<b>L/503/0363: Principles and processes of health and safety in a contact centre</b>						
LO1: Understand health and safety risk assessment in a contact centre			1.3	1.1		
LO2: Understand compliance monitoring of health and safety requirements in a contact centre			2.3			
LO3: Understand the principles of health and safety in a contact centre			3.2; 3.3			



## 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

#### Level 3 Principles of Contact Centre Operations mandatory unit content

##### D/601/7644: Principles of personal responsibilities and how to develop and evaluate own performance at work

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LO2: Understand the purpose of health, safety and security procedures at work

LO3: Understand how to manage own work

LO4: Understand how to evaluate and improve own performance at work

LO5: Understand the types of problems that may occur with own work and how to deal with them

LO6: Understand the decision making process

##### F/503/0358: Principles of personal and organisational effectiveness in a contact centre

LO1: Understand how to use feedback on performance in a contact centre

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##### L/503/0363: Principles and processes of health and safety in a contact centre

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LO3: Understand the principles of health and safety in a contact centre

## 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

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1.1

2.1

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>Level 3 Principles of Contact Centre Operations mandatory unit content</b>							
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LO2: Understand the purpose of health, safety and security procedures at work							
LO3: Understand how to manage own work			3.1 - 3.3		3.4		
LO4: Understand how to evaluate and improve own performance at work							
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<b>L/503/0363: Principles and processes of health and safety in a contact centre</b>							
LO1: Understand health and safety risk assessment in a contact centre				1.1 - 1.4			
LO2: Understand compliance monitoring of health and safety requirements in a contact centre				2.1 - 2.3			
LO3: Understand the principles of health and safety in a contact centre				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

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##### F/503/0358: Principles of personal and organisational effectiveness in a contact centre

LO1: Understand how to use feedback on performance in a contact centre	1.3	1.3	1.3	1.1; 1.3	1.3	1.3
LO2: Understand how to improve personal and organisational performance in a contact centre	2.8	2.6	2.7		2.5; 2.7; 2.8	

##### L/503/0363: Principles and processes of health and safety in a contact centre

LO1: Understand health and safety risk assessment in a contact centre						
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## 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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LO5: Understand the types of problems that may occur with own work and how to deal with them

5.2

LO6: Understand the decision making process

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