

Sales NVQ L2 Certificate 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 |
| Sales NVQ L2 Certificate mandatory unit content | | | | | | |
| F/502/8559: Time planning in sales | | | | | | |
| LO1: Understand how to manage and prioritise time in a sales role | | | | | | |
| LO2: Be able to plan own time in a sales role | | | | | | |
| LO3: Be able to evaluate time planning in a sales role | | | | | | |
| SAL 2-2 Complying with legal, regulatory and ethical requirements in a sales or marketing role | | | | | | |
| LO1: Understand the legal, regulatory and ethical requirements in a sales or marketing role | | 1.1 - 1.4; 1.5 | 1.7 | 1.6; 1.7 | | 1.6; 1.7 |
| LO2: Be able to comply with organisational policies and procedures for legal, regulatory and ethical requirements in a sales or marketing role | | 2.2 | | | | |
| J/601/1210: Deliver reliable customer service | | | | | | |
| LO1: Prepare to deal with customers | 1.1 | 1.1 | | | | |
| LO2: Give consistent service to customers | | | | | | |
| LO3: Check customer service delivery | | | | | | |
| LO4: Know how to deliver reliable customer service | | 4.1-4.5 | | | | |

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, negotiate and balance diverse views to reach workable solutions

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

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F/502/8559: Time planning in sales

LO1: Understand how to manage and prioritise time in a sales role

LO2: Be able to plan own time in a sales role

LO3: Be able to evaluate time planning in a sales role

A/502/8561: Complying with legal, regulatory and ethical requirements in a sales or marketing role

LO1: Understand the legal, regulatory and ethical requirements in a sales or marketing role

LO2: Be able to comply with organisational policies and procedures for legal, regulatory and ethical requirements in a sales or marketing role

2.3; 2.5

J/601/1210: Deliver reliable customer service

LO1: Prepare to deal with customers

LO2: Give consistent service to customers

LO3: Check customer service delivery

LO4: Know how to deliver reliable customer service

| 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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| J/601/1210: Deliver reliable customer service | | | | | | |
| LO1: Prepare to deal with customers | | | | | 1.2; 1.3 | |
| LO2: Give consistent service to customers | | | 2.5 | 2.1 - 2.6 | 2.1 - 2.6 | |
| LO3: Check customer service delivery | | | | | | |
| LO4: Know how to deliver reliable customer service | | | | | | |

| 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 |
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| F/502/8559: Time planning in sales | | | | | | | |
| LO1: Understand how to manage and prioritise time in a sales role | | | 1.1 - 1.4 | | 1.1-1.4 | | |
| LO2: Be able to plan own time in a sales role | | | 2.1 - 2.6 | | 2.1 - 2.6 | | |
| LO3: Be able to evaluate time planning in a sales role | | | 3.1; 3.3 | | | | |
| A/502/8561: Complying with legal, regulatory and ethical requirements in a sales or marketing role | | | | | | | |
| LO1: Understand the legal, regulatory and ethical requirements in a sales or marketing role | | | | | | | |
| LO2: Be able to comply with organisational policies and procedures for legal, regulatory and ethical requirements in a sales or marketing role | | 2.4 | | | | | 2.1 |
| J/601/1210: Deliver reliable customer service | | | | | | | |
| LO1: Prepare to deal with customers | | | 1.2; 1.3 | | | | |
| LO2: Give consistent service to customers | | | | | | 2.5 | |
| LO3: Check customer service delivery | | | | | | | |
| LO4: Know how to deliver reliable customer service | | | | | | | |

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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|--|--|---|---|---|---|

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| LO2: Be able to plan own time in a sales role | | | | | |
| LO3: Be able to evaluate time planning in a sales role | 3.1 - 3.4 | | 3.1 - 3.4 | 3.2 | |

A/502/8561: Complying with legal, regulatory and ethical requirements in a sales or marketing role

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| LO1: Understand the legal, regulatory and ethical requirements in a sales or marketing role | | | | | |
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J/601/1210: Deliver reliable customer service

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|--|----------|--|-----|-----|----------|
| LO1: Prepare to deal with customers | | | | | |
| LO2: Give consistent service to customers | | | | | |
| LO3: Check customer service delivery | 3.2 | | 3.1 | 3.3 | 3.2; 3.3 |
| LO4: Know how to deliver reliable customer service | 4.3; 4.4 | | | | 4.3; 4.4 |

Creative Thinking

- Creative Thinking: - no automatic coverage in mandatory units