

Sales 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
Sales NVQ L3 Diploma mandatory unit content						
F/502/8612: Negotiating, handling objections and closing sales						
LO1: Understand how to handle objections and negotiate with the customer						
LO2: Be able to prepare for objections and negotiation with the customer						
LO3: Be able to handle objections						
LO4: Be able to negotiate with the customer						
LO5: Be able to close the sale following negotiation						
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		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				

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
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Sales NVQ L3 Diploma mandatory unit content

F/502/8612: Negotiating, handling objections and closing sales

LO1: Understand how to handle objections and negotiate with the customer						
LO2: Be able to prepare for objections and negotiation with the customer						
LO3: Be able to handle objections	3.1; 3.2	3.3			3.1; 3.3	
LO4: Be able to negotiate with the customer	4.1	4.2			4.3	
LO5: Be able to close the sale following negotiation	5.2	5.2			5.1	

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					

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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F/502/8612: Negotiating, handling objections and closing sales						
LO1: Understand how to handle objections and negotiate with the customer						
LO2: Be able to prepare for objections and negotiation with the customer						
LO3: Be able to handle objections		3.1 - 3.5	3.5			
LO4: Be able to negotiate with the customer		4.1 - 4.4				
LO5: Be able to close the sale following negotiation		5.1 - 5.4				
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						
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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
Sales NVQ L3 Diploma mandatory unit content							
F/502/8612: Negotiating, handling objections and closing sales							
LO1: Understand how to handle objections and negotiate with the customer			1.1 - 1.6				
LO2: Be able to prepare for objections and negotiation with the customer	2.1	2.1 - 2.3	2.1 - 2.3				
LO3: Be able to handle objections							
LO4: Be able to negotiate with the customer							
LO5: Be able to close the sale following negotiation							
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

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
Sales NVQ L3 Diploma mandatory unit content						
F/502/8612: Negotiating, handling objections and closing sales						
LO1: Understand how to handle objections and negotiate with the customer						
LO2: Be able to prepare for objections and negotiation with the customer	2.1					
LO3: Be able to handle objections		3.1				
LO4: Be able to negotiate with the customer						
LO5: Be able to close the sale following negotiation	5.3					
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						
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Reflective Learning

- Reflective Learning: - no automatic coverage in mandatory units