

## Level 3 Sales 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>Level 3 Certificate in Principles of Sales 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			

## Independent Enquiry

### INDEPENDENT ENQUIRY

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#### Level 3 Certificate in Principles of Sales mandatory unit content

#### J/502/8207: Understanding the sales environment

LO1: Understand customer groups in the sales environment

1.1-1.4

1.1

LO2: Understand sales communication techniques

2.1

LO3: Understand time management in the sales environment

#### J/502/8210: Understand sales techniques and processes

LO1: Understand buyer behaviour in sales situations

1.1; 1.3; 1.4

1.3; 1.5; 1.6

1.2; 1.3

LO2: Understand pricing for sales promotions

2.3

2.2

2.1-2.6

2.6

LO3: Understand the implementation of sales plans

3.3

3.3

LO4: Understand negotiation techniques in sales situations

#### F/502/8206: Understand the legal, regulatory and ethical requirements in sales or marketing

LO1: Understand an organisation's procedures for dealing with legal, regulatory and ethical requirements relating to sales or marketing

1.4

1.1-1.6

LO2: Understand the legal, regulatory and ethical limits of the sales or marketing role

2.2; 2.5

2.1; 2.3; 2.4

## 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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1.4

2.1-2.4

2.2

3.3

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4.6

4.1-4.6

4.6

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2.5

2.3

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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## 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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## Effective Participation

### EFFECTIVE PARTICIPATION

Discuss issues of concern seeking resolution where needed

Present 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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## 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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