

## LEVEL 3 LEARNING MODULES

*Total Flexibility –  
Choose the solution that is right for you.*

Looking for Level 3 programmes of study to help students establish a portfolio of transferable skills for the future? We have put together a number of suggested modules of study at Level 3. You can either select a number of modules, or simply select a number of unit standards from one or more modules. The choice is entirely up to you. Our customer consultants are here to help you put together a programme of study that best suits your learners needs. Email us or contact us on 0800 864 863.

### Business Communications – 6 CREDITS

Unit #	Title	L	Cr
11095	Write business correspondence to convey complex ideas and information	3	3
3494	Write minutes for a formal meeting	3	3

### Communication Skills – 13 CREDITS

9694	Demonstrate and apply knowledge of communication process theory	3	5
1307	Speak to a known audience in a predictable situation	3	3
11097	Listen actively to gain information in an interactive situation	3	3
1304	Communicate with people from other cultures	3	2

### Core Business and Leadership Skills - 10 CREDITS

11827	Demonstrate knowledge of, and prepare to participate in, organisational change	3	2
25424	Demonstrate knowledge of factors that impact on businesses	3	4
27563	Describe teams and team leadership	3	4

### Customer Service Basics – 7 CREDITS

11815	Answer customer enquiries on the telephone in a wide range of contexts	3	3
11818	Demonstrate and apply product and/or service knowledge	3	2
7126	Respond to oral one-to-one complaints	3	2

### Customer Service Intermediate - Gateway Work Placement required - 14 CREDITS

11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6
11817	Serve customers face to face in a wide range of contexts	3	4
27229	Respond to customer complaints in a retail or distribution environment during customer interactions	3	4

### Customer Service Advanced – 9 CREDITS

11816	Respond to customer enquiries by writing in a range of contexts	3	4
376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	3	2
378	Provide customer service for international visitors	3	3

### Job Preparation – 11 CREDITS

Unit #	Title	L	Cr
4251	Plan a career pathway	3	2
1296	Interview in an informal situation	3	3
9681	Contribute within a team or group which has an objective	3	3
12360	Describe and explain emerging patterns of work	3	3

### Personal Finance – 13 CREDITS

28098	Evaluate options to increase personal income	3	3
28099	Analyse and compare credit options and recommend strategies to manage personal finances	3	3
28100	Develop a plan to achieve a long-term personal financial goal(s)	3	4
28104	Analyse the impact(s) of external factors on personal finances	3	3

### Skills for Business Administration - 15 CREDITS

2785	Create a computer spreadsheet to provide a solution for organisation use	3	5
108	Apply text processing skills to produce business documents [Using Microsoft Word 2010/2013]	3	5
122	Provide office reception services	3	5

*Students may need to complete US 2784 (L2) before attempting US 2785 depending upon prior knowledge.*

### Specialist Topics – 11 CREDITS

12384	Demonstrate knowledge of analytical and global thinking styles– expires 2018	3	2
20587	Apply knowledge of the Neuro-Linguistic Programming (NLP) model of metacognition – expires 2018	3	3
20588	Demonstrate knowledge of the Left Brain/Right Brain model of metacognition– expires 2018	3	2
18862	Facilitate the Peer Support programme in schools (Assessment only)	3	4

### Workplace Development – 16 CREDITS

1980	Describe, from an employee perspective, ways of dealing with employment relationship problems	3	2
1982	Demonstrate knowledge of collective employment agreement negotiation processes	3	2
1312	Give oral instructions in the workplace (workplace placement required)	3	3
9705	Give and respond to feedback on performance	3	3

### Written Communication – 11 CREDITS

2990	Read texts to research information	3	4
1279	Write in plain English	3	3
3491	Write a report	3	4