

<p>principals and techniques of work-related communication</p> <p>2.Be able to communicate work related information verbally</p> <p>3.Be able to communicate work-related information in writing</p>				
<p>Lead and manage a team-</p> <p>Learning outcomes required:</p> <p>1.Be able to engage and support team members</p> <p>2.Be able to manage team performance</p> <p>3. Be able to deal with problems within a team</p>				
<p>Principals of team leading-</p> <p>Learning outcomes required:</p> <p>1.Understand leadership styles in organisations</p> <p>2. Understand team dynamics</p> <p>3.Understand techniques used to manage the work of teams</p> <p>4. Understand the impact of change management within a team</p> <p>5. Understand team motivation</p>				
<p>Understand business-</p> <p>Learning outcomes required:</p> <p>1.Understand organisational structures</p> <p>2. Understand the</p>				

business environment				
Understand the principals of business planning and finance within an organisation 4. Understand business reporting within an organisation 5. Understand the principals of management responsibilities and accountabilities within an organisation				
Group B Optional units, minimum 12 credits to be achieved				
Develop working relationships with colleagues- Learning outcomes required: 1. Understand the principals of effective team working 2. Be able to maintain effective working relationships with colleagues 3. Be able to collaborate with colleagues to solve problems				
Contribute to meetings in a business environment- Learning outcomes required: 1. Be able to prepare for meetings 2. Be able to participate in meetings 3. Be able to carry out post-meeting activities				
Principals of equality and diversity in the				

<p>workplace – Learning outcomes required: 1.Understand the implications of equality legislation 2.Understand organisational standards and expectations for equality and diversity context in the workplace</p>				
<p>Manage team performance- Learning outcomes required: 1.Understand the management of team performance 2.Be able to allocate and assure the quality of work 3.Be able to manage communications within a team</p>				
<p>Manage individuals performance- Learning outcomes required: 1.Understand the management of underperformance in the workplace 2. Be able to manage individuals performance in the workplace</p>				
<p>Chair and lead meetings- Learning outcomes required: 1.Be able to prepare to lead meetings 2.Be able to chair and lead meetings 3. Be able to deal with post-meeting matters</p>				
<p>Encourage innovation-</p>				

<p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Be able to identify opportunities for innovation 2.Be able to generate and test ideas for innovation and improvement 3. Be able to implement innovative ideas and improvement 				
<p>Manage conflict within a team- Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Understand the principals of conflict management 2.Be able to reduce the potential for conflict within a team 3.Be able to deal with conflict within a team 				
<p>Procure products and/or services- Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Be able to identify procurement requirements 2.Be able to select suppliers 3. Be able to buy products and/or services 				
<p>Collaborate with other departments- Learning outcomes required:</p> <ol style="list-style-type: none"> 1.Understand how to collaborate with other departments 2.Be able to identify opportunities for collaboration with other departments 3. Be able to collaborate with other departments 				

<p>Participate in a project- Learning outcomes required: 1.Understand how to manage a project 2.Be able to support the delivery of a project</p>				
Optional group C units, maximum of 6 credits allowed				
<p>Health and Safety procedures in the workplace- Learning outcomes required: 1.Know health and safety procedures in the workplace 2.Be able carry out tasks with regard to health and safety in the workplace</p>				
<p>Store and retrieve information- Learning outcomes required: 1.Understand information storage and retrieval 2. Be able to gather and store information 3. Be able to retrieve information</p>				
<p>Handle Mail- Learning outcomes required: 1.Understand how to deal with mail 2.Be able to deal with incoming mail 3. Be able to deal with outgoing mail</p>				
<p>Employee rights and responsibilities- Learning outcomes required: 1.Understand the role of organisations and industries 2.Understand employers'</p>				

expectations and employees' rights and obligations				
Understand customer service delivery- Learning outcomes required: 1. Understand customer service delivery 2. Understand the relationship between customer service and a brand 3. Be able to prepare to deal with customers 4. Be able to provide customer service 5. Be able to support improvements to customer service delivery				
Understand customers- Learning outcomes required: 1. Understand different types of customers 2. Understand the value of customers and their loyalty				
Resolve customer service problems- Learning outcomes required: 1. Understand the resolution of customer service problems 2. Be able to resolve customer service problems 3. Be able to manage unresolved customer service problems				
Negotiate in a business environment-				

<p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1. Understand the principals of underpinning negotiation 2. Be able to prepare for business negotiations 3. Be able to carry out business negotiations 				
<p>Develop a presentation – Learning outcomes required:</p> <ol style="list-style-type: none"> 1. Understand how to develop a presentation 2. Be able to develop a presentation 				
<p>Deliver a presentation – Learning outcomes required:</p> <ol style="list-style-type: none"> 1. Understand the principals underpinning the delivery of presentations 2. Be able to prepare to deliver a presentation 3. Be able to deliver a presentation 				
<p>Resolve customers' complaints – Learning outcomes required:</p> <ol style="list-style-type: none"> 1. Understand the monitoring and resolution of customer complaints 2. Be able to deal with customers' complaints 				