WBTC Skills & Behaviours

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Intermediate Award in Skills & Behaviours in the Working Environment

Programme Overview

INTRODUCTION

INTERMEDIATE AWARD IN SKILLS & BEHAVIOURS IN THE WORKING ENVIRONMENT

The Intermediate Award in Skills and Behaviours in the Working Environment has been designed by WBTC and accredited by NCFE to support and enhance delivery of the new Apprenticeship standards. It is ideal for those working in front line roles and on Level 2-3 Apprenticeships. However, this award can help to support all staff to develop essential skills that make for outstanding employees and managers. The units can be delivered as standalone sessions or as part of the full award. The units have been designed as transferable skills that employees need in any working environment from accounting to plumbing.

To achieve the full award you are required to complete 7 units, 4 mandatory and 3 from a choice of a further 6 units. A variety of teaching and assessment methods are used in the delivery of this award including face to face training, 1:1 support, e-learning and the completion of workbooks designed to meet the criteria required.

On completion of the Award in Skills and Behaviours in the Working Environment, learners will receive a certificate. This certificate is evidence of the knowledge and skills gained by completing the award.

This Award has been accredited by NCFE under the title 'Intermediate Award in Skills and Behaviours in the Working Environment' and the full certificate of achievement will be issued directly by NCFE.

LEVEL EQUIVALENCE: 2

GUIDED LEARNING HOURS: 80

This award is also available at an Advanced Level which is aimed at those who are more experienced or in management roles and is ideal for those on Level 3-5 Apprenticeships.

UNIT NUMBER	UNIT TITLE	MANDATORY
1	Find Solutions to Difficult Situations	▬
2	Effective Business Communication	▬
3	Efficient and Effective Working Practices within a Team	▬
4	Personal and Professional Development	▬

UNIT NUMBER	UNIT TITLE	OPTIONAL (please tick)
5	Deliver Effective Customer Service	☐
6	Time Management	☐
7	Coaching and Mentoring	☐
8	Provide Outstanding Customer Service on the Telephone	☐
9	Develop an Understanding of Culture, Ethics and Sustainability	☐
10	Understand the Main Principles of Business	☐

In order to achieve a full certificate, learners must successfully complete 4 Mandatory Units and 3 Optional Units.

UNIT 1

FIND SOLUTIONS TO DIFFICULT SITUATIONS
(Mandatory)

This unit looks at ways in which learners can apply an open-minded approach to develop their skills in problem solving. It will cover skills such as negotiation, influencing and persuading.

Learners will explore a results-orientated approach to challenging situations to help them become effective when the pressure is on.

Learning Outcome 1
Develop the knowledge required to negotiate in a business environment.

1.1 Describe three different negotiation techniques that can be used when negotiating in a business environment.

Learning Outcome 2
Be able to use the skills required to negotiate effectively.

2.1 Apply a negotiation technique confidently.

Learning Outcome 3
Develop the knowledge required to solve problems in a business environment.

3.1 Describe three different problem solving techniques that can be used when solving problems in a business environment.

Learning Outcome 4
Be able to demonstrate the skills required to solve problems in a business environment.

4.1 Identify a problem.

4.2 Locate the required information to solve a problem.

4.3 Evaluate options to make a decision.

4.4 Solve the problem and review the process.

Learning Outcome 5
Understand change management principles.

5.1 Describe at least two change management theories.

Learning Outcome 6
Be able to show how to apply change management approaches to difficult situations.

6.1 Evaluate the best change management approach (use of model) to use within a set case study.

6.2 Apply a change management model to a change within the organisation.

1

UNIT 2

EFFECTIVE BUSINESS COMMUNICATION
(Mandatory)

This unit encourages the learner to identify the key components of effective business communications so that they portray themselves in a professional light. Good practice in emails, business letters and external communications will be explored.

Learners will be tasked with applying the identified skills and attributes back in their contextual setting.

Learning Outcome 1
Understand how to communicate effectively in a business environment.

1.1 Explain the importance of effective business communication in the workplace.

1.2 List the key points to consider to enable effective communication in the workplace.

Learning Outcome 2
Be able to communicate effectively within a business environment.

2.1 Identify and use suitable language for purpose.

2.2 Order and present your writing effectively.

2.3 Summarise information and write concisely.

2.4 Use a range of punctuation and avoid common grammar mistakes.

2.5 Demonstrate effective face-to-face communication in the workplace.

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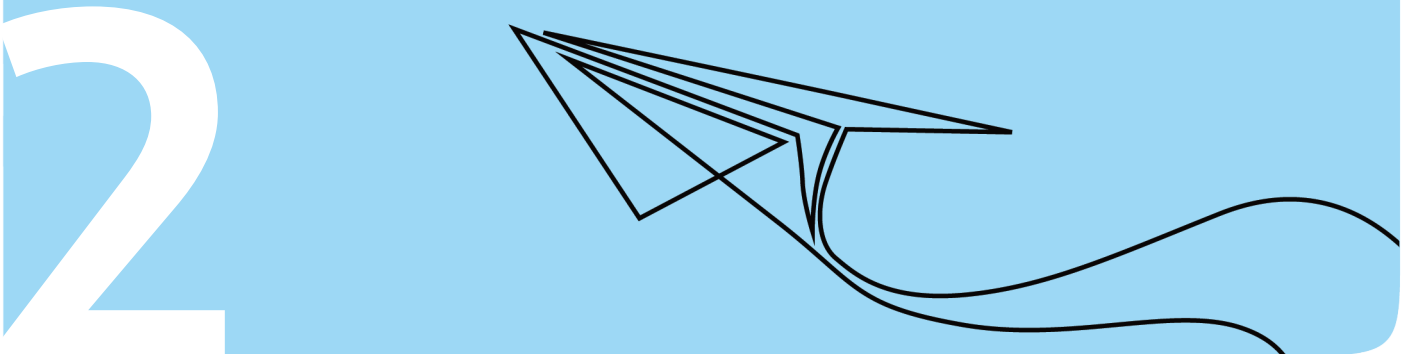
UNIT 3

EFFICIENT AND EFFECTIVE WORKING PRACTICES WITHIN A TEAM
(Mandatory)

The majority of roles involve team working and when done well it can make an employee highly valued.

This unit explores team dynamics, aspects of leadership and contemporary peer-to-peer settings. It will investigate obstacles to good team working and how learners can overcome them in order to get tasks completed.

Learning Outcome 1
Understand the knowledge and skills required to work efficiently and effectively in a team.

1.1 Explain the difference between a group and a team.

1.2 Define the term 'teamwork'.

1.3 Explain the stages of team development.

1.4 Describe the skills that enable effective team working.

1.5 Describe the roles and behaviours according to Belbins' Team Role Model.

Learning Outcome 2
Be able to demonstrate efficient and effective working practices within a team.

2.1 Demonstrate how to be efficient and effective in the workplace, including sharing and if required, allocating work.

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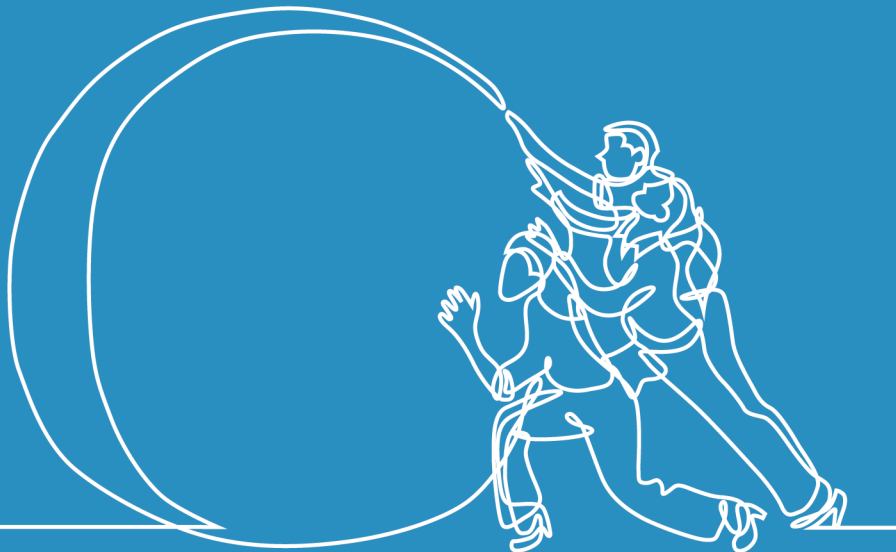
UNIT 4

## PERSONAL AND PROFESSIONAL DEVELOPMENT
(Mandatory)

Learners are encouraged to apply both reflective thinking and forward planning around their personal and professional development in order to create a meaningful development plan (PDP) relevant to their occupational area.

Techniques for identifying their own preferences and traits, and how they may empower or inhibit, with a view to developing self-awareness and promoting continued professional development (CPD) will be included within this Unit.

Learning Outcome 1
Be able to manage own personal and professional development.

1.1   Review their own preferences and traits.

1.2   Identify personal development requirements.

1.3   Identify professional development requirements.

1.4   Create a personal and professional development plan (PDP) relevant to their occupational area.

1.5   Maintain a Continual Professional Development log (CPD).

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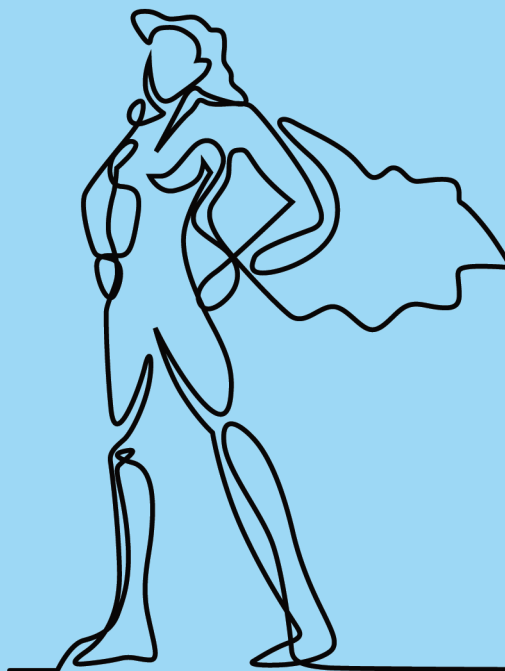
UNIT 5

DELIVER EFFECTIVE CUSTOMER SERVICE
(Optional)

This unit sets out to provide just that, firstly through analysis of the 'customer journey', and secondly by looking at the components of effectiveness when delivering customer service.

Learners will be encouraged to think of ways in which they can exceed their customers' expectations, and will be tasked with applying these techniques practically back in the workplace. It will explore the techniques needed to help customers who are angry, confused or upset and who can go on to become our greatest advocates.

Learning Outcome 1
Know how to deliver effective customer service to internal and external Stakeholders.

1.1   Explain why effective communication is important when delivering customer service.

1.2   Describe the 'Customer Journey'.

1.3   Explain what is meant by a customer's needs, wants and expectations.

1.4   Explain what effective customer service is

Learning Outcome 1
Be able to demonstrate how they have delivered effective customer service in the workplace.

2.1   Demonstrate how they have delivered effective customer service in the workplace.

5

UNIT 6

TIME MANAGEMENT
(Optional)

The word 'management' implies taking an active role in choosing how time is used, has been applied, as opposed to just letting things happen or allowing others to plan.

This unit encourages the learner to truly plan, manage, decision make and consciously focus on their time management. It will explore the difference between importance and urgency in order to improve efficiency and effectiveness.

Learning Outcome 1
Understand how to manage their time effectively.

1.1 Describe the characteristics of effective time management.

1.2 Explain the benefits of effective time management to colleagues and the business.

Learning Outcome 1
Be able to manage their time effectively.

2.1 Plan work according to priorities and deadlines.

2.2 Review how effective their time management has been.

2.3 Identify areas for improvement.
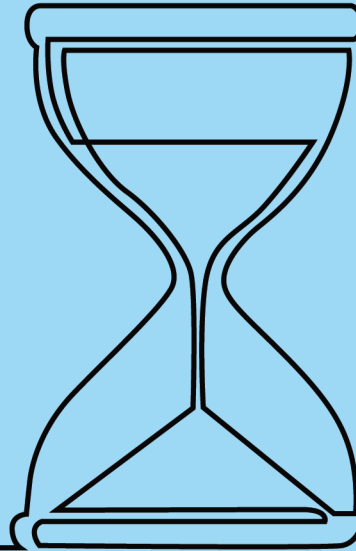
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UNIT 7

COACHING AND MENTORING
(Optional)

The ability to understand how to contribute to a coaching conversation, either as the Coach or Coachee, can be very helpful to employees at all stages of their careers. This unit will help the learner recognise what coaching opportunities exist in the workplace and in identifying components of having an effective coaching approach.

Learners will be encouraged to conduct a coaching session back in the workplace, including peer coaching or reverse mentoring where appropriate, in order to assist, and assess the benefits of supporting a colleague using this method.

Learning Outcome 1
Understand the knowledge and skills required to be a mentor and coach within an organisation.

1.1 Identify the purpose of coaching and mentoring within an organisational context and define the difference.

1.2 Describe the skills, behaviours, attitudes, beliefs and values of an effective coach and mentor.

Learning Outcome 1
Be able to support the personal and professional development of others within an organisation either by coaching and/or mentoring.

2.1 Demonstrate the principles of effective coaching and/or mentoring in practice and assess the benefits to others.

7

UNIT 8

PROVIDE OUTSTANDING CUSTOMER SERVICE ON THE TELEPHONE
(Optional)

Despite the increasing prevalence of other digital communication-telephone communication skills still remains one of the key interpersonal skills required to perform most customer focused roles.

This unit, developed in conjunction with Verbatim Call Centres, applies a 10 step process that can be used as a technique for a variety of call handling situations, and is aimed at facilitating the effective management of calls with a view to delivering exceptional customer service over the phone.
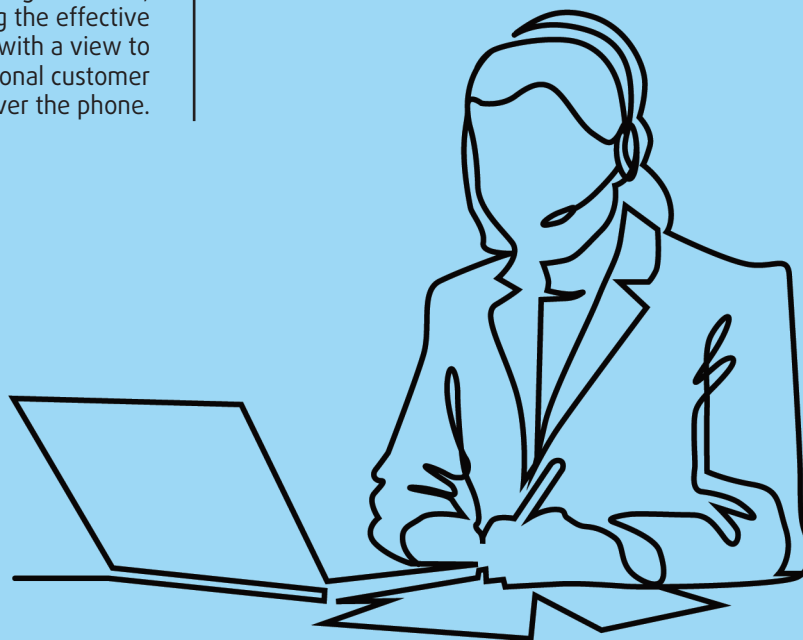
Learning Outcome 1
Understand how to provide outstanding customer service on the telephone.

1.1   List the 10 key steps required to ensure excellent customer service on the telephone.

Learning Outcome 2
Be able to improve the levels of service on the telephone.

2.1   Apply the concept of the 10 key steps to improve levels of service on the telephone.

8

DEVELOP AN UNDERSTANDING OF CULTURE, ETHICS AND SUSTAINABILITY WITHIN A BUSINESS ENVIRONMENT (Optional)

This unit assists learners in recognising the importance of the company culture and how it influences the way people behave at work, including their ethical viewpoints and the way in which they operate within the business.

Corporate social responsibility (CSR) and sustainable working practices have become vital focus points for the modern workplace, and employees who can demonstrate desirable behaviors and attitudes, and who are happy to work within ethical and moral guidelines, are becoming valuable assets to organisations.

Learning Outcome 1
Understand the basic concepts of culture, ethics and sustainability within a business environment.

1.1 Explain the terms culture, ethics and sustainability.

1.2 Explain Fundamental British Values and how this links to working practices.

1.3 Identify potential areas of tension between business commerce and ethical practices.

1.4 Describe culture theory according to 'Handy' and apply this to their own organisation.

1.5 Compare the culture and ethics within organisations from different sectors and markets.

1.6 Explain what is meant by the term 'sustainable growth'.

1.7 Describe key drivers for sustainability.

1.8 Explain the core concepts of an ISO (International Organisation for Standardisation) accreditation towards sustainability.

9

UNIT 10

UNDERSTAND THE MAIN PRINCIPLES OF BUSINESS
(Optional)

This unit provides a broad introduction as to how businesses operate, in terms of sector differentiation. It will explore the markets and opportunities for growth as well as providing an understanding of the different structural make-ups of organisations.

In addition the learner will gain exposure to a range of services performed by business professionals such as sales, marketing, and basic financial management in order that the learner may develop an overview of the key principles of business.

Learning Outcome 1
Understand the key principles of business

1.1   Explain business markets and business sectors.

1.2   Describe organisational structures.

1.3   Identify potential areas of growth for a business following environmental and organisation analysis.

1.4   Explain the of principles of business financials, budgeting, sales and marketing.

10

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