

## Level 2 Diploma in Customer Service: mandatory competence units mapped to Personal Learning and Thinking Skills

This map accompanies the PLTS Guide for practitioners which can be downloaded from [www.skillsca.org](http://www.skillsca.org)  
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 2 Diploma in Customer Service</b>						
<b>A/506/2130 Deliver customer service</b>						
LO 3: Be able to prepare to deal with customers		3.2				
LO 4: Be able to provide customer service			4.2	4.3		4.4
<b>L/506/1788 Manage personal performance and development</b>						
LO 3: Be able to identify their own development needs	3.5; 3.6	3.5; 3.7	3.5	3.6	3.5	
LO 4: Be able to fulfil a personal development plan			4.4			4.5

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
<b>Level 2 Diploma in Customer Service</b>						
A/506/2130 Deliver customer service						
LO 4: Be able to provide customer service		4.5	4.2			
LO 5: Be able to recommend improvements to customer service delivery	5.2			5.2	5.1	5.2
L/506/1788 Manage personal performance and development						
LO 4: Be able to fulfil a personal development plan						4.5

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
<b>Level 2 Diploma in Customer Service</b>							
<b>A/506/2130 Deliver customer service</b>							
LO 3: Be able to prepare to deal with customers	3.1		3.2	3.2			
LO 4: Be able to provide customer service				4.2	4.2		
<b>L/506/1788 Manage personal performance and development</b>							
LO 2: Be able to manage their own time			2.1	2.2	2.3		
LO 3: Be able to identify their own development needs						3.2; 3.6	3.2
LO 4: Be able to fulfil a personal development plan	4.2;4.3	4.2;4.3	4.1			4.4	

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
<b>Level 2 Diploma in Customer Service</b>						
A/506/2130 Deliver customer service						
LO 5: Be able to recommend improvements to customer service delivery			5.1	5.1; 5.2		5.2
A/506/2130 Manage personal performance and development						
LO 3: Be able to identify their own development needs	3.5	3.5; 3.7		3.6	3.5; 3.6	
LO 4: Be able to fulfil a personal development plan	4.4		4.4		4.4	4.5

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
<b>Level 2 Diploma in Customer Service</b>						
A/506/2130 Deliver customer service						
LO 4: Be able to provide customer service				4.2		4.2
LO 5: Be able to support improvements to customer service delivery	5.1	5.2	5.2		5.2	
L/506/1788 Manage personal performance and development						
LO 3: Be able to identify their own development needs	3.5	3.6				
LO 4: Be able to fulfil a personal development plan					4.2;4.3	4.4

Effective Participator	EFFECTIVE PARTICIPATOR					
	discussing issues of concern, seeking resolution where needed	presenting a persuasive case for action	proposing practical ways forward, breaking these down into manageable steps	identifying improvements that would benefit others as well yourself	trying to influence others, negotiating and balancing diverse views to reach workable solutions	acting as an advocate for views and beliefs that may differ from your own
<b>Level 2 Diploma in Customer Service</b>						
A/506/2130 Deliver customer service						
LO 4: Be able to provide customer service			4.4			
LO 5: Be able to recommend improvements to customer service delivery	5.1; 5.2	5.2	5.1	5.1	5.2	5.2
L/506/1788 Manage personal performance and development						
LO 3: Be able to identify their own development needs	3.5; 3.6	3.7	3.7	3.5		
LO 4: Be able to fulfil a personal development plan				4.5		