

BIIAB Unit Pack

BIIAB Employment Related Services Qualifications

BIIAB Level 3 Award in Employment Related Services (QCF)
601/7749/4

BIIAB Level 3 Diploma in Employment Related Services (QCF)
601/7750/0

Version 1

Contents

Unit no	URN	Unit Title
AG1	J/602/5138	Establish Communication With Clients for Advice and Guidance
AG4	R/602/5210	Understand the Importance of Legislation and Procedures
AG5	F/602/5140	Develop Interactions With Advice and Guidance Clients
AG6	J/602/5141	Interact With Clients Using a Range of Media
AG7	R/602/5143	Assist Advice and Guidance Clients to Decide on a Course of Action
AG9	J/602/5172	Assist Clients Through Advice and Guidance to Review Their Achievement of a Course of Action
AG10	M/602/5182	Negotiate on Behalf of Advice and Guidance Clients
AG11	T/602/5183	Liaise With Other Services
AG13	Y/602/5189	Manage Personal Case Load
AG15	F/602/5199	Operate Within Networks
AG16	T/602/5202	Provide and Maintain Information Materials for Use in the Service
AG19	R/602/5207	Facilitate Learning in Groups
CA51	J/602/0103	Understand Mental Health Problems
CAA11	L/601/2519	Manage Own Performance in a Business Environment
CC9	J/503/0362	Use Systems and Technology During Customer Contact in a Contact Centre
CC14	K/503/0385	Deliver Customer Service Through a Contact Centre
CC19	L/503/0394	Carry Out Direct Sales Activities in a Contact Centre
CC20	D/503/0397	Lead Direct Sales Activities in a Contact Centre Team
CC25	K/503/0404	Communicate Information to Customers Through a Contact Centre
CC31	L/503/0413	Provide Support Through a Contact Centre for Specified Products and/or Services
CFAQ10	F/502/8612	Negotiating, Handling Objections and Closing Sales
CFAQ43	H/600/9660	Develop Working Relationships With Colleagues
CFAQ50	F/502/8559	Time Planning in Sales

Contents (cont.)

CFAQ80	L/600/9586	Manage Own Professional Development Within an Organisation
CFAQ84	M/600/9628	Manage or Support Equality of Opportunity, Diversity and Inclusion in Own Area of Responsibility
CVO2	D/601/2475	Communicate in a Business Environment
ERS1	M/503/2400	Understanding the Employment Related Services Sector
ERS10	Y/503/2410	Sustaining an Employment Outcome
ERS2	K/602/1597	Providing Excellent Customer Service
ERS3	R/601/1212	Communicate Effectively With Customers
ERS4	H/600/9609	Ensure Compliance With Legal, Regulatory, Ethical and Social Requirements
ERS5	T/601/1221	Deal With Customers Face to Face
ERS6	K/601/1216	Recognise Diversity When Delivering Customer Service
ERS7	L/601/1239	Build and Maintain Effective Customer Relations
ERS8	A/601/2550	Deliver, Monitor and Evaluate Customer Service to Internal Customers
ERS9	T/502/9546	Plan and Prepare Specific Learning and Development Opportunities
ET3	J/502/9549	Facilitate Learning and Development for Individuals
ET4	F/502/9548	Facilitate Learning and Development in Groups
ET18	F/502/9551	Engage Learners in the Learning and Development Process
ET23	K/502/9544	Identify Individual Learning and Development Needs
MS28	L/502/8564	Selling Face to Face
MS30	T/502/8588	Preparing and Delivering a Sales Demonstration
MS33	H/502/8599	Generating and Qualifying Sales Leads
MS57	K/600/9661	Develop Working Relationships With Colleagues and Stakeholders
MS69	L/502/8631	Preparing and Delivering a Sales Presentation
MS78	R/600/9587	Develop, Maintain and Review Personal Networks
R119	F/600/9715	Make Effective Decisions

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