



Level 3

Level 2

Level 1

Level 1

- + **Communication & Presentation**
Ability to understand and be understood by others. Communicate an idea clearly and respecting the views of others. Use presentation techniques to communicate a subject to an audience with support.
- + **Customer Service**
Be able to listen to the views of others and understand the importance of customer service to a company or organisation. Recognise the importance of managing own behaviour in response to meeting the needs of others.
- + **Project & Event Management**
Be able to identify the need for a project and understand the stages of managing a project or event. Contribute to the completion of a successful project and manage time effectively with support.

Level 2

- + **Communication & Presentation**
Understand the various methods of communication. Confidently communicate through written, spoken, typed and body language. Communicate with others to achieve effective outcomes and results. Develop presentation techniques to communicate a subject to an audience confidently with support.
- + **Customer Service**
Demonstrate empathy and be able to listen and respond to the needs of others. Identify and review the importance of customer service to a company or organisation with support. Manage own behaviour in response to meeting the needs of others.
- + **Project & Event Management**
Have ownership and responsibility for an identified project or event. Manage time with some independence and set project goals. Know how to evaluate progress and success of a project or event.

Level 3

- + **Communication & Presentation**
Demonstrate the use of alternative communication methods within a professional context or scenario. Confidently and professionally communicate with others to achieve effective outcomes and results. Refine professional techniques to communicate a subject to an audience and respond to feedback.
- + **Customer Service**
Independently determine the needs of a customer base and respond effectively. Analyse the importance and impact of customer service to a company or organisation. Effectively manage own behaviour in a professional context, in response to meeting the needs of others.
- + **Project & Event Management**
Confidently plan, develop and manage a project or event through all stages independently. Work with others to establish project goals with interim deadlines. Effectively evaluate each project stage to measure success.



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