



	Level 2 Course	Level 3 Course
Mandatory Unit – fully accredited	<p>BCS Level 2 Certificate in IT User Skills (ECDL Extra) (ITQ)</p> <p>ECDL Extra builds on a learner's basic knowledge and experience to improve their understanding of computer applications including improving productivity using IT, word processing, spreadsheets and presentation software.</p> <p>4 Modules:</p> <ul style="list-style-type: none"> • Presentation Software • Spreadsheet Software • Word Processing Software • Improving Productivity <p>Guided Learning Hours: 45-60 on average</p>	
Additional Optional units – non-accredited	<p>Level 2 Principles of Team Leading</p> <p>Understand how to develop working relationships with colleagues</p> <ul style="list-style-type: none"> • You will look in detail about the principles of effective teamwork and how to be a 'buddy'. This unit also covers the benefits of effective team working, how to give feedback constructively and the techniques that may be used to resolve team conflict. <p>Guided Learning Hours: 20 on average</p>	<p>Level 3 Principles of Leadership & Management</p> <p>Understanding leadership</p> <ul style="list-style-type: none"> • In this unit your employees will consider the positive and negative effects of different leadership styles within the workplace. They will also assess their own leadership behaviours and potential by analysing themselves in context and gaining feedback. <p>Guided Learning Hours: 20 on average</p>
	<p>Level 2 Principles of Customer Service</p> <ul style="list-style-type: none"> • How to resolve customer problems & deliver customer service to challenging customers <p>Guided Learning Hours: 20 on average</p>	<p>Level 3 Principles of Leadership & Management</p> <p>Leading and motivating a team effectively</p> <ul style="list-style-type: none"> • This unit will equip your employees with the knowledge and skills needed to communicate an organisation's vision and strategy to their team and to motivate team members, establishing a common sense of purpose and commitment, and developing teamwork. <p>Guided Learning Hours: 20 on average</p>
	<p>Level 2 Equality & Diversity</p> <p>E&D in the workplace</p> <ul style="list-style-type: none"> • In this unit you will learn how equality and diversity can be promoted and maintained by employees and the benefits of having a dynamic, diverse workforce. <p>Guided Learning Hours: 20 on average</p>	<p>Level 3 Digital Marketing</p> <p>Giving you an insight/taster into Digital Marketing covering:</p> <ul style="list-style-type: none"> • Module 1: Digital & Social Media Strategies • Module 2: Digital Marketing Principles • Module 3: Security & GDPR • Module 4: Principles of Coding/Web Design
	<p>Coaching & Mentoring Development</p> <p>The opportunity to spend pre-planned time within the IT Technical Services Team to support your overall development and knowledge of the department and the various roles available for future career development.</p>	