

Assigning units to learners.

To assign units to learners go to the “My learners” tab and the first sub tab “Unit assignment”.

Welcome Sid Knee (Assessor 96980) Logout options Help and training ?

Home My learners Assessment tools Reports

Select learner Leigh, Krista (96738)

Unit assignments Assessment plans Log evidence Evidence list Question bank Progress reviews Unit status, evidence matrix & signoff Qualification status & signoff Learner activity log Search evidence

Help for this page

Hide criteria for unassessed evidence ☐

► Personal Details (HIT) (1478)

▼ Diploma in Customer Service L2 (QCF) (C&G) 601_3562_1 (1853)

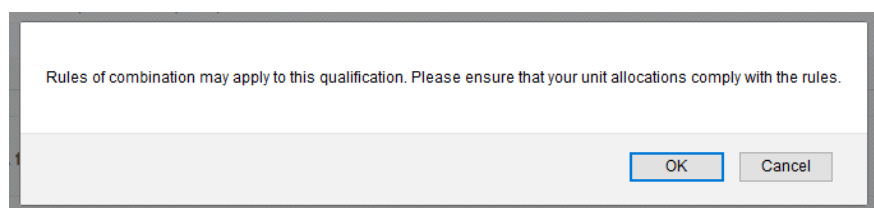
Unit number	Unit title	Credit value	Select all / Deselect all
201	Deliver customer service (41706)	5	<input checked="" type="checkbox"/>
202	Understand customers (41707)	2	<input checked="" type="checkbox"/>
231	Processing sales orders (41738)	2	<input type="checkbox"/>
232	Meeting customers' after sales needs (41739)	3	<input type="checkbox"/>
233	Handling objections and closing sales (41740)	3	<input type="checkbox"/>
234	Deal with incidents through a contact centre (41741)	7	<input type="checkbox"/>
235	Carry out direct sales activities in a contact centre (41742)	5	<input type="checkbox"/>
236	Bespoke software (41743)	3	<input type="checkbox"/>
303	Negotiate in a business environment (41744)	4	<input type="checkbox"/>
Total credit value for selected units		28	

► PLTS: A framework of personal, learning and thinking skills (832)

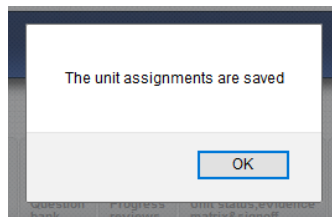
► ERR (Employee Rights and Responsibilities) (840)

Save Cancel

Choose units for your learner and select save. You will see a first pop up which reminds you that there may be rules of combination associated with the qualification and to check that any changes you have made do not contravene these.



Once you select ok, you get a second pop up confirming that your changes have been saved.



This page is also an area when you can elect to hide or show the “criteria met” section for the learners when they load evidence. If you think it will confuse them you can hide this section of the page by putting a tick in the box. This is an option you can use for each learner individually. By the learner is able to see the criteria.

