

NVQ Course Summary

NVQ's are work based qualifications that improve and assess the skills and knowledge needed to perform a job effectively. Each NVQ is divided into units around functional job roles. To achieve a full NVQ Certificate a minimum number of credits must be achieved. NVQ's can be completed either through an electronic or paper based portfolio. These are fast-track NVQ programmes delivered through a combination of classroom training and work-place assessment. NVQ's are nationally recognised qualifications which cover the core competency and occupational standards. The government funded Train to Gain initiative offers support and funding to help you access this training.

Course Title	Target Audience	Course Overview	Course Content	Course Duration	Start Date(s)	Course Cost / Funding
Level 2 NVQ Certificate Business and Administration	For employees currently engaged in any administrative role in business and interested in further developing their skills and competence in this area. Examples of roles include Administrators and P.As.	<u>To provide employees with the effective administrative and office skills to organise and present information.</u>	<ul style="list-style-type: none"> • Manage and improve own performance in a business environment • Work and communicate within a business environment • Communicate / Produce documents in writing • Spreadsheet software <p>In addition, 1 optional unit to be selected specific to learner job-role.</p>	NVQ Workshops run for 2.5 hours a week (9:30am – 12pm) for 6 continuous sessions at the College. Thereafter, up to 3 onsite assessments in the workplace (2-hours max per visit). The qualification can be achieved within 16-weeks.	<p>Tuesday 28th September 2010</p> <p>Tuesday 9th November 2010</p> <p>Further dates to be advised</p>	<ul style="list-style-type: none"> • Fully funded (free) subject to eligibility criteria. Please see Appendix 1 for details. • *Partially funded for those that are not eligible to get it free. Course fee is *£349 including £50 e-portfolio.
Level 2 NVQ Certificate IT User Skills (ITQ)	This course is designed for anyone who frequently uses a computer as part of their work. Demonstrate competency in a full range of Microsoft Office Applications 2007.	<u>Well-managed organisations depend upon skilful use of IT technology. Better use of resources means increased productivity, significant savings, and enhanced career prospects.</u>	<ul style="list-style-type: none"> • Improving productivity Using IT • Microsoft Word 2007 • Microsoft Excel 2007 • Microsoft PowerPoint 2007 	NVQ Workshops run for 2.5 hours a week (10am – 12:30pm) for 5 continuous sessions at the College. Thereafter, 1 onsite assessment in the workplace (2-hours max per visit). The qualification can be achieved within 12-weeks.	<p>Tuesday 5th October 2010</p> <p>Tuesday 9th November 2010</p> <p>Tuesday 18th January 2011</p> <p>Tuesday 1st March 2011</p> <p>Tuesday 26th April 2011</p>	<ul style="list-style-type: none"> • Fully funded (free) subject to eligibility criteria. Please see Appendix 1 for details. • *Partially funded for those that are not eligible to get it free. Course fee is *£199 including £50 e-portfolio.

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Level 2 NVQ Certificate Customer Services	Anyone working in a role where you are practicing customer services either internally within an organization or externally to customers.	<u>Excellent customer service can help define a business and is of the utmost importance to its customers. Employees working within the customer service environment therefore increasingly need to demonstrate high levels of personal effectiveness.</u>	<ul style="list-style-type: none"> Communicate using customer service language Follow the rules to deliver customer service Give customers a positive impression of yourself and your organisation Deliver reliable customer service Recognise and deal with customer queries, requests and problems Develop personal performance through delivering customer service <p>In addition, 1 optional unit to be selected specific to learner job-role.</p>	NVQ Workshops run for 2.5 hours a week (9:30am – 12pm) for 6 continuous sessions at the College. Thereafter, up to 3 onsite assessments in the workplace (2-hours max per visit). The qualification can be achieved within 16-weeks.	<p>Wednesday 29th September 2010</p> <p>Wednesday 10th November 2010</p> <p>Further dates to be advised</p>	<ul style="list-style-type: none"> Fully funded (free) subject to eligibility criteria. Please see Appendix 1 for details. *Partially funded for those that are not eligible to get it free. Course fee is *£349 including £50 e-portfolio.

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Level 2 NVQ Certificate Team Leading (Supervisory)	This NVQ is available for those who are currently working in a role where they are practising team leadership or in a supervisory role.	<u>Team leading can enable individuals to develop career opportunities within any sector or industry and organisations that invest in leadership development benefit from improved performance from their managers.</u>	<ul style="list-style-type: none"> • Manage Personal Development • Develop Working Relationships with Colleagues • Communicate Information and Knowledge • Plan, Allocate and Monitor Work of a Team • Participate in Meetings 	NVQ Workshops run for 2.5 hours a week (9:30am – 12pm) for 6 continuous sessions at the College. Thereafter, up to 3 onsite assessments in the workplace (2-hours max per visit). The qualification can be achieved within 16-weeks.	<p>Thursday 30th September 2010</p> <p>Thursday 11th November 2010</p> <p>Further dates to be advised</p>	<ul style="list-style-type: none"> • Fully funded (free) subject to eligibility criteria. Please see Appendix 1 for details. • *Partially funded for those that are not eligible to get it free. Course fee is *£349 including £50 e-portfolio.
Level 3 NVQ Certificate Management	First and second line managers.	<p><u>The qualification helps you to improve your leadership skills so that you become more effective and efficient at work.</u></p> <ul style="list-style-type: none"> • <u>Improved staff performance and quality of work</u> • <u>Motivated workforce</u> • <u>Nationally recognised standard in management through Chartered Management Institute (CMI)</u> 	<ul style="list-style-type: none"> • Manage own professional development within an organisation • Set objectives and provide support for team members • Plan, Allocate and Monitor Work of a Team • Provide leadership and direction for own area of responsibility • Lead and manage meetings • Communicate information and knowledge 	NVQ Workshops run for 2.5 hours every fortnight for 6 sessions at the college. In addition, 3 onsite assessments in the workplace (2-hours max per visit). The qualification can be achieved within 24 weeks.	<p>Monday 11th October 2010</p> <p>Further dates to be advised</p>	<ul style="list-style-type: none"> • Fully funded (free) subject to eligibility criteria. Please see Appendix 1 for details. • *Partially funded for those that are not eligible to get it free. Course fee is *£499 including £50 e-portfolio.