

Qualifications



NVQs

What are NVQs?

- NVQs are qualifications which demonstrate ability at work
- They are work related and competence based
- They reflect the skills and knowledge needed to do a job
- They are available to all ages, at any career stage and no previous qualifications are needed
- Certification is based on evidence of the skills
- Kingfisher Business Academy NVQs are accredited by OCR

NVQs can benefit **your** business by

- re-skilling your staff to relevant national standards
- helping you meet the requirements for ISO and IIP
- showing your commitment to staff development
- tailoring learning around work plans
- boosting the confidence of employees

OCR NVQ Level 2 in Business & Administration

Who is this NVQ for?

This NVQ is a work-oriented qualification and is suitable for anyone who undertakes a broad range of administration related activities, requires a limited amount of supervision and works with some autonomy. It applies across all occupations and sectors of employment.

What is its purpose?

The aim of this qualification is to recognise the skills and competences of candidates in the workplace. This qualification provides individuals with an opportunity to demonstrate the skills and knowledge needed for a career in business and administration. The units encompass a broad range of competencies from the administration sector.

What are the benefits of this NVQ?

Your employees will benefit from:

- a clearer understanding of their responsibility within their organisation
- the opportunity to develop new skills
- the recognition of existing skills

You will benefit from:

- better use of information and communication
- improvements in the quality of service to customers
- more efficient use of time and resources

OCR NVQ Level 2 in Customer Service

Who is this NVQ for?

This NVQ is a work-oriented qualification and is suitable for anyone who is customer facing, eg reception, retail and administrative staff. It provides certification that recognises essential customer service skills and applies across all occupations and sectors of employment.

What is its purpose?

The aim of this qualification is to improve your business through increased customer satisfaction. Customer Service NVQs are for people who are in job roles where they deliver service to customers. The training will help employers and employees achieve and demonstrate total quality as part of a continuous customer-service improvement programme. This NVQ is very flexible in its structure enabling the organisation and individual to choose the optional units which best suit their work situation and job role.

What are the benefits of this NVQ?

Your employees will be able to:

- communicate clearly and confidently
- work with others to solve problems
- support customer service improvements
- develop knowledge of your organisation and its products and services
- influence what happens at work

You will benefit from:

- a better understanding of what your customers want
- effective communication with your customers, promoting confidence and reassurance in your company
- improved service to your customers

OCR NVQ Level 2 for IT Users (ITQ)

Who is this NVQ for?

This NVQ is a work-oriented qualification and is suitable for those who use IT skills in their day to day work and is relevant across all occupations and sectors of employment.

What is its purpose?

The aim of this qualification is to recognise the application of a range of IT user skills and knowledge in the workplace, meeting employer workforce demands at the level relevant to your employee's role. Candidates and employers can identify the most appropriate units and levels of skills to meet their needs in the workplace.

What are the benefits of this NVQ?

Your employees will benefit from:

- Developing IT skills needed to maximise the use of your IT systems
- The opportunity to develop new skills to do a better job
- The recognition of existing skills and IT qualifications

You will benefit from:

- A qualification designed specifically for your organisation eg high level word processing, medium level spreadsheet skills and just a basic knowledge of databases
- Employees who are competent and efficient in their everyday tasks
- Fewer calls to IT Support saving time and money

OCR NVQ Level 2 in Team Leading

Who is this NVQ for?

The NVQ Level 2 qualification in Team Leading provides a stepping stone into management and supervisory skills. It is aimed at employees who are team leaders rather than managers. This qualification is relevant across all occupations and sectors of employment.

What is its purpose?

The aim of this qualification is to recognise the skills and competences of candidates in the workplace. They will be able to organise and improve your team's work; ensure their own actions reduce risks to health and safety; maintain and develop effective working relationships and organise and communicate information.

What are the benefits of this NVQ?

Your employee will benefit from:

- development of core team leading skills
- a clearer understanding of their responsibility within their organisation
- the opportunity to develop new skills
- the recognition of existing skills

You will benefit from:

- improved staff performance and motivation
- improvements in the quality of service to customers
- more efficient use of resources leading to increased profitability

OCR NVQ Level 3 in Management

Who is this NVQ for?

The NVQ Level 3 qualification in Management is aimed at people in management roles. The qualification is relevant across all occupations and sectors of employment. To achieve the full award, candidates must complete seven units, including four mandatory units and three optional units. Candidates choose the optional units which best suit their work situation and job role.

What is its purpose?

The aim of this qualification is to recognise the skills and competences of candidates in the workplace. It is broadly aimed at those who are responsible for the control of activities and work output of a team. They will have the ability and the opportunity to demonstrate recognisable management and leadership skills, for example, providing leadership, planning and implementing change, managing a budget, managing a project.

What are the benefits of this NVQ?

The candidate will benefit from:

- development of core team leading skills
- a clearer understanding of their responsibility within their organisation
- the opportunity to develop new skills
- the recognition of existing skills

The employer will benefit from:

- improved staff performance and motivation
- improvements in the quality of service to customers
- more efficient use of resources leading to increased profitability

Other Qualifications

The Kingfisher Business Academy and learndirect Centre can also offer

- **OCR NVQ Level 1 and Level 3 for IT Users and OCR NVQ Level 4 and Level 5 in Management.**
- **ECDL** accredited by British Computer Society
- **New CLAiT and CLAiT Plus** accredited by OCR
- **Skills for Life** – Level 1 and Level 2 **Literacy** and **Numeracy** accredited by OCR
- **Foundation Certificate in Food Hygiene** accredited by RIPH
- **Level 2 Award in Food Safety in Catering** accredited by RIPH

