

Qualifications



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NVQ Level 1 in Performing Manufacturing Operations



Awarding body

City & Guilds

Aim of this qualification

This qualification will demonstrate competence of industrial performance, knowledge and understanding and recognise the ability of individuals working in the sector

Suited to

Individuals working within the manufacturing sector

Content & structure

Individuals are required to complete five units, two mandatory units and three optional units

Mandatory units

- 101 Complying with statutory regulations and organisational safety requirements
- 102 Developing and maintaining working relationships

Optional unit – Set A

Individuals must choose two units

(Individuals may not choose both unit 105 and unit 106)

- 103 Moving materials within manufacturing operations
- 104 Getting ready for manufacturing operations
- 105 Completing manufacturing operations
- 106 Handing over manufacturing operations
- 107 Receiving incoming materials

Optional unit – Set B

Individuals must choose one unit

(Individuals that have chosen unit 103 from set A cannot choose this unit again)

- 103 Moving materials within manufacturing operations
- 108 Carrying out shaping operations
- 109 Carrying out product assembly operations
- 110 Carrying out joining operations
- 111 Carrying out processing operations
- 112 Carrying out forming operations
- 113 Carrying out finishing operations
- 114 Carrying out moulding operations
- 115 Carrying out packaging operations
- 116 Servicing the line

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of nine months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field

Additional information

Individuals can progress on to NVQ level 2 in Performing Manufacturing Operations



NVQ Level 2 in Performing Manufacturing Operations



Awarding body

City & Guilds

Aim of this qualification

This qualification will demonstrate competence of industrial performance, knowledge and understanding and recognise the ability of individuals working in the sector

Suited to

Individuals working within the manufacturing sector

Content & structure

Individuals are required to complete six units:
(Individuals must take unit 201 and choose one from either 202 or 221)

- 201 Complying with statutory regulations
- 202 Promoting effective working relationships
- 221 Contribute to effective team working

Optional unit – Set A

Individuals must choose three units
(Individuals cannot choose both 205 and 206)

- 203 Transferring materials
- 204 Preparing for manufacturing operations
- 205 Concluding manufacturing operations
- 206 Ensuring effective handover of manufacturing operations
- 207 Receiving and checking incoming materials
- 218 Controlling manufacturing operations
- 219 Contributing to improving effectiveness in the workplace
- 220 Analysing the results of inspection and confirming quality of production
- 223 Recording and reporting inspection and test results

Optional unit – Set B

Individuals must choose one unit
(If an individual has already chosen unit 203 or 220 in Option Set A, these units cannot be selected again)

- 203 Transferring materials
- 208 Producing shaped products
- 209 Producing products by assembly operations
- 210 Producing joined products
- 211 Producing products by processing
- 212 Producing formed products
- 213 Finishing products
- 214 Producing moulded products
- 215 Producing packaged products
- 216 Making products using computer controlled equipment
- 217 Manufacturing products using combined manufacturing operations
- 220 Analysing the results of inspection and confirming quality of production
- 222 Carrying out inspection and testing activities

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of nine months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 1 in Performing Engineering Operations

Awarding body

EMTA Awards Limited (EAL)

Aim of this qualification

This qualification aims to provide an individual with the basic engineering competences

Suited to

Individuals who wish to pursue a career in the engineering industry

Content & structure

Individuals are required to complete five units, three mandatory units followed by two optional units

Mandatory units

- PEO1/001 Working safely in an engineering environment
- PEO1/002 Working efficiently and effectively in engineering
- PEO1/003 Using and communicating technical information

Optional units

Individual must choose two units

- PEO1/004 Making components using hand tools and fitting techniques
- PEO1/005 Assembling mechanical components
- PEO1/006 Carrying out pipe fitting activities
- PEO1/007 Using lathes for turning operations
- PEO1/008 Using milling machines
- PEO1/009 Using grinding machines
- PEO1/010 Carrying out routine servicing of mechanical equipment
- PEO1/011 Assembling fluid power equipment
- PEO1/012 Carrying out sheet metal cutting, forming and assembly activities
- PEO1/013 Cutting and shaping platework components
- PEO1/014 Using oxy-fuel gas cutting equipment
- PEO1/015 Using manual metal arc welding equipment
- PEO1/016 Using manual TIG welding equipment
- PEO1/017 Using manual MIG or MAG welding equipment
- PEO1/018 Using manual oxy-fuel welding equipment
- PEO1/019 Using manual flame brazing and soldering equipment

- PEO1/020 Wiring electrical equipment and circuits
- PEO1/021 Assembling electrical wiring support systems
- PEO1/022 Assembling and writing electrical panels
- PEO1/023 Assembling electronic circuits
- PEO1/024 Carrying out routine servicing on electrical/electronic equipment
- PEO1/025 Making components from wood-based materials
- PEO1/026 Assembling engineering woodwork components
- PEO1/027 Carrying out composite moulding activities
- PEO1/028 Assembling composite components
- PEO1/029 Preparing sand for moulding and coremaking
- PEO1/030 Making sand moulds and cores for casting
- PEO1/031 Manually casting components
- PEO1/032 Fettling cast components
- PEO1/033 Applying coats or coverings to finish surfaces
- PEO1/034 Applying surface treatments
- PEO1/035 Applying heat treatments to engineering materials
- PEO1/036 Hand forging engineering materials

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field

Additional information

Individuals can progress on to NVQ level 2 in Performing Engineering Operations



NVQ Level 2 in Performing Engineering Operations

Awarding body

EMTA Awards Limited (EAL)

Aim of this qualification

This qualification aims to develop practical and related skills working in an engineering environment

Suited to

Individuals who work in performing engineering operations

Content & structure

This qualification can be obtained by following **either one** of **two** pathways, **Engineering Practices** or **Technical Support**

Mandatory units

- PEO1/001 Working safely in an engineering environment
- PEO1/002 Working efficiently and effectively in engineering
- PEO1/003 Using and communicating technical information

Pathway PEA: Engineering Practices

Individuals are required to complete three mandatory units, plus either one optional unit from Group A and two from Group B or three from Group B

Mandatory units

- PEO2/001 Working safely in an engineering environment
- PEO2/002 Working efficiently and effectively in engineering
- PEO2/003 Using and communicating technical information

Optional units – Group A

- PEO2/004 Producing mechanical engineering drawings using a CAD system
- PEO2/032 Producing electrical or electronic engineering drawings using a CAD system
- PEO2/061 Producing CAD models (drawings) using a CAD system

Optional units – Group B

- PEO2/005 Producing components using hand fitting techniques
- PEO2/006 Producing mechanical assemblies
- PEO2/007 Forming and assembling pipework systems
- PEO2/008 Carrying out aircraft detail fitting activities
- PEO2/009 Installing aircraft mechanical fasteners
- PEO2/010 Producing aircraft detail assemblies
- PEO2/011 Preparing and using lathes for turning operations
- PEO2/012 Preparing and using milling machines
- PEO2/013 Preparing and using grinding machines
- PEO2/014 Preparing and proving CNC machine tool programs
- PEO2/015 Preparing and using CNC turning machines
- PEO2/016 Preparing and using CNC milling machines
- PEO2/017 Preparing and using CNC machining centres
- PEO2/018 Preparing and using industrial robots
- PEO2/019 Maintaining mechanical devices and equipment
- PEO2/020 Assembling and testing fluid power systems
- PEO2/021 Maintaining fluid power equipment
- PEO2/022 Producing sheet metal components and assemblies
- PEO2/023 Producing platework components and assemblies
- PEO2/024 Cutting and shaping materials using thermal cutting equipment
- PEO2/025 Preparing and proving CNC fabrication machine tool programs
- PEO2/026 Preparing and using CNC fabrication machinery
- PEO2/027 Preparing and using manual metal arc welding equipment
- PEO2/028 Preparing and using manual TIG or plasma-arc welding equipment
- PEO2/029 Preparing and using manual MIG, MAG and other continuous wire welding equipment
- PEO2/030 Preparing and using manual gas welding equipment
- PEO2/031 Preparing and using manual flame brazing and bronze welding equipment
- PEO2/033 Wiring and testing electrical equipment and circuits



NVQ Level 2 in Performing Engineering Operations cont.

- PEO2/034 Forming and assembling electrical cable enclosure and support systems
- PEO2/035 Assembling, wiring and testing electrical panels/ components mounted in enclosures
- PEO2/036 Assembling and testing electronic circuits
- PEO2/037 Maintaining electrical equipment/systems
- PEO2/038 Maintaining electronic equipment/systems
- PEO2/039 Maintaining and testing process instrumentation and control devices
- PEO2/040 Wiring and testing programmable controller based systems
- PEO2/041 Using wood for pattern, modelmaking and other engineering applications
- PEO2/042 Assembling pattern, model and engineering woodwork components
- PEO2/043 Producing composite mouldings using wet lay up techniques
- PEO2/044 Producing composite mouldings using pre-preg laminating techniques
- PEO2/045 Producing composite mouldings using resin infusion techniques
- PEO2/046 Producing composite assemblies
- PEO2/047 Producing components by rapid prototyping techniques
- PEO2/048 Producing and preparing sand moulds and cores for casting
- PEO2/049 Producing and preparing molten materials for casting
- PEO2/050 Producing cast components by manual means
- PEO2/051 Fettling, finishing and checking cast components
- PEO2/052 Finishing surfaces by applying coatings or coverings
- PEO2/053 Finishing surfaces by applying treatments
- PEO2/054 Carrying out heat treatment of engineering materials
- PEO2/055 Carrying out hand forging of engineering materials
- PEO2/056 Stripping and rebuilding motorsport vehicles (pre-competition)
- PEO2/057 Inspecting a motorsport vehicle during a competition
- PEO2/058 Diagnosing and rectifying faults on motorsport vehicle systems (during competition)
- PEO2/059 Carrying out maintenance
- PEO2/060 Stripping and rebuilding motorsport engines (pre-competition)

Pathway PEA: Technical Support

Individuals are required to complete three mandatory units, plus one optional unit from Group A, plus two from Group B and two from Group C

Mandatory units

- PEO2/001 Working safely in an engineering environment
- PEO2/002 Working efficiently and effectively in engineering
- PEO2/003 Using and communicating technical information

Optional units - Group A

- PEO2/004 Producing mechanical engineering drawings using a CAD system
- PEO2/032 Producing electrical or electronic engineering drawings using a CAD system
- PEO2/061 Producing CAD models (drawings) using a CAD system

Optional units - Group B

- PEO2/062 Producing engineering project plans
- PEO2/063 Using computer software packages to assist with engineering activities
- PEO2/064 Conducting business improvement activities

Optional units - Group C

- PEO2/065 General machining, fitting and assembly applications
- PEO2/066 General fabrication and welding applications
- PEO2/067 General electrical and electronic engineering applications
- PEO2/068 General maintenance engineering applications

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 2 in Welding Practices

Awarding body

EMTA Awards Limited (EAL)

Aim of this qualification

This qualification aims to develop practical welding skills in an engineering environment

Suited to

Individuals who require welding skills to complement existing workshop practices

Content & structure

The unit based qualification can be obtained through EAL Engineering Practices

Pathway: Engineering Practices

Individuals are required to complete the three mandatory units from Group A plus one optional unit from Group B

For those individuals wishing to gain the full NVQ Level 2 qualification, three optional units should be selected and completed

Mandatory units Group A

- PEO2/001 Working safely in an engineering environment
- PEO2/002 Working efficiently and effectively in engineering
- PEO2/003 Using and communicating technical information

Optional units Group B

- PEO2/024 Cutting and shaping materials by oxy-fuel gas cutting equipment
- PEO2/027 Joining materials by MMA welding
- PEO2/028 Joining materials by TIG welding
- PEO2/029 Joining materials by MIG welding
- PEO2/030 Joining materials by Gas welding

Assessment method

Assessment is by practical observation together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guide of nine months is given

Entry requirements

There are no formal entry requirements however it would be advantageous to be working in a relevant field



NVQ Level 1 in Warehousing and Storage



Awarding body

City & Guilds

Aim of this qualification

The qualification aims to demonstrate the skills and competencies of individuals in a warehousing and storage environment

Suited to

Individuals working within a warehousing and storage environment undertaking routine tasks associated with the industry

Content & structure

Individuals are required to complete six units, two mandatory units and four optional units

Mandatory units

- Unit 101 Maintain health, safety, and security in logistic operations
- Unit 102 Contribute to effective working relationships with colleagues in logistics operations

Optional units

Individuals must choose four units

- Unit 103 Keep equipment in good working order
- Unit 104 Keep stock at required levels
- Unit 105 Keep work areas clean
- Unit 106 Handle goods manually in logistics facilities
- Unit 107 Pick goods to assemble orders for dispatch
- Unit 108 Wrap and pack goods

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of nine to twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working within the warehousing and storage environment

Additional information

Individuals can progress on to NVQ Level 2 in Warehousing and Storage



NVQ Level 2 in Warehousing and Storage



Awarding body

City & Guilds

Aim of this qualification

This qualification aims to demonstrate the skills and competencies of individuals in a warehousing and storage environment

Suited to

Operatives and managers working within a warehousing and storage environment undertaking routine tasks associated with the industry

Content & structure

Individuals are required to complete eight units, two mandatory units and six optional units

Mandatory units

- Unit 101 Maintain health, safety, and security in logistics operations
- Unit 201 Develop effective working relationships with colleagues in logistics operations

Optional units

Individuals must choose six units

- Unit 202 Provide customers with information and advice on goods and services
- Unit 203 Operate equipment to perform work requirements
- Unit 204 Move goods in logistics facilities
- Unit 205 Receive goods from deliveries
- Unit 206 Place goods in storage
- Unit 207 Maintain the safety and quality of goods
- Unit 208 Maintain the safety of hazardous goods and materials
- Unit 209 Maintain hygiene standards in handling and storing goods

- Unit 210 Process orders for dispatch to customers
- Unit 211 Assemble orders for dispatch
- Unit 212 Dispatch goods for delivery
- Unit 213 Process returned goods
- Unit 214 Sort goods and materials for recycling
- Unit 215 Manage the receipt, storage, or dispatch of goods
- Unit 216 Audit stock levels and stock records

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence.

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of nine months is given

Entry requirements

There are no formal entry requirements however individuals must be working within the warehousing and storage environment



NVQ Level 3 in Distribution, Warehousing and Storage



Awarding body

City & Guilds

Aim of this qualification

This qualification aims to demonstrate performance competence and a good level of knowledge and understanding of work within distribution, warehousing and storage

Suited to

Individuals who work in a senior operative/team leader or supervisory role in distribution and warehousing operations, and who carry out a significant range of varied activities

Content & structure

Individuals are required to complete eight units, two mandatory units and six optional units

Mandatory units

- E16 Contribute to a secure, safe and healthy working environment
- E20 Develop and maintain productive working relationships

Optional units - Group 1: Stock management

- B22 Organise the receipt and storage of goods
- B23 Audit stock levels and stock inventories
- B25 Maintain systems and facilities for distributing stock
- B26 Monitor and modify systems and facilities for distributing stock

Optional units - Group 2: Customer Services

(A maximum of two units from this Group can count towards the qualification. The others may be taken voluntarily as additional units but will not count towards a Distribution, Warehousing and Storage Operations NVQ/SVQ)

- D5 Organise, deliver and maintain reliable customer service
- D6 Improve the customer relationship

- D7 Work with others to improve customer service
- D8 Monitor and solve customer service problems
- D9 Promote continuous improvement

Optional units - Group 3: Organisational effectiveness

- E14 Contribute to the continuous improvement of operations
- E17 Plan, monitor and adjust staffing levels and schedules
- E18 Contribute to the selection of personnel for activities
- E19 Contribute to the development of teams and individuals
- E21 Develop and maintain productive working relationships with those for whom you have responsibility
- E22 Monitor and evaluate the quality of service provided by external suppliers

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant team, be responsible for a team and report to higher management



NVQ Level 2 in Cleaning and Support Services



Awarding body

City & Guilds

Aim of this qualification

This qualification aims to recognise the skills and knowledge required to clean in a broad range of situations effectively and safely

Suited to

Individuals who work in the cleaning and support services industry

Content & structure

Individuals are required to complete six units, three mandatory units and three optional units.

Mandatory units

- C201 Make sure your actions reduce risks to health and safety
- C202 Communicate effectively with customers and others

And either

- C203 Work as a team and develop yourself

Or

- C204 Work alone and develop yourself

Optional units

Individuals must choose three units

- C205 Clean and maintain internal surfaces and areas
- C206 Clean and maintain external surfaces and areas
- C207 Deal with routine waste
- C208 Clean washrooms and replenish supplies
- C209 Clean high risk areas
- C210 Clean confined spaces
- C211 Clean food areas
- C212 Deep clean equipment and surfaces
- C213 Clean, maintain and protect hard floors

- C214 Clean and maintain soft floors and furnishings
- C215 Clean glazed surfaces and facades
- C216 Deal with non-routine waste
- C217 Carry out maintenance and minor repairs
- C218 Perform street cleansing manually
- C219 Perform street cleansing by machine
- C220 Work safely at heights
- C221 Use a water-fed pole system to clean windows and facades

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six to twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 2 in Customer Service

Awarding body

OCR (Oxford Cambridge and RSA Examinations)

Aim of this qualification

This qualification aims to demonstrate the skills and competencies of individuals working in a customer service role

Suited to

Individuals working in a customer service and administrative job role and whose role it is to provide service to customers

Content & structure

Individuals are required to complete seven units, two mandatory units and five optional units (including at least one unit from each theme)

Mandatory units

- 1 Prepare yourself to deliver good customer service
- 5 Provide customer service within the rules

Optional units

Individuals must complete at least one unit from each theme

Theme: Impression and image

- 9 Give customers a positive impression of yourself and your organisation
- 10 Promote additional services or products to customers
- 11 Process customer service information
- 12 Live up to the customer service promise
- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 16 Deal with customers face to face
- 17 Deal with customers by telephone

Theme: Delivery

- 21 Deliver reliable customer service
- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service

Theme: Handling Problems

- 6 Recognise and deal with customer queries, requests and problems
- 31 Resolve customer service problems

Theme: Development and improvement

- 36 Develop customer relationships
- 37 Support customer service improvements
- 38 Develop personal performance through delivering customer service

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 3 in Customer Service

Awarding body

OCR (Oxford Cambridge and RSA Examinations)

Aim of this qualification

This qualification aims to demonstrate the skills and competencies of individuals working in a customer service role

Suited to

Individuals delivering and managing a service, working without direct supervision or on their own and in a customer service environment

Content & structure

Individuals are required to complete eight units, two mandatory units and six optional units (including at least one unit from each theme)

Mandatory units

- 7 Understand customer service to improve service delivery
- 8 Know the rules to follow when developing customer service

Optional units

Individuals must complete at least one unit from each theme

Theme: Impression and image

- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 18 Use customer service as a competitive tool
- 19 Organise the promotion of services or products to customers

Theme: Delivery

- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service

- 24 Deliver customer service using service partnerships
- 25 Organise the delivery of reliable customer service
- 26 Improve the customer relationship

Theme: Handling Problems

- 32 Monitor and solve customer service problems
- 33 Apply risk assessment to customer service
- 34 Process customer service complaints

Theme: Development and improvement

- 39 Work with others to improve customer service
- 40 Promote continuous improvement in customer service
- 41 Develop your own and others' customer service skills
- 42 Lead a team to improve customer service
- 43 Gather, analyse and interpret customer feedback

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 2 in Business Administration

Awarding body

OCR (Oxford Cambridge and RSA Examinations)

Aim of this qualification

This qualification aims to demonstrate the skills and competencies of individuals who work in a business administration role

Suited to

Individuals working in a role that consists of undertaking a wide range of business administrative or secretarial activities

Content & structure

Individuals are required to complete five units, two mandatory units and three optional units.

Mandatory units

- Unit 201 Carry out your responsibilities at work
- Unit 202 Work within your business environment

Optional units

Individuals must choose three units

- Unit 110 Ensure your own actions reduce risks to health and safety
- Unit 203 Maintain customer relations
- Unit 204 Manage diary systems
- Unit 205 Organise business travel and accommodation
- Unit 206 Deal with visitors
- Unit 207 Process customer financial transactions
- Unit 208 Operate credit control procedures
- Unit 209 Store, retrieve and archive information
- Unit 210 Research and report information
- Unit 211 Organise and support meetings
- Unit 212 Use IT systems Level 2
- Unit 213 Use IT to exchange information Level 2
- Unit 214 Word processing software Level 2

- Unit 215 Spreadsheet software Level 2
- Unit 216 Database software Level 2
- Unit 217 Presentation software Level 2
- Unit 218 Specialist or bespoke software Level 2
- Unit 219 Use a telephone system
- Unit 220 Operate office equipment
- Unit 221 Prepare text from notes
- Unit 222 Prepare text from shorthand
- Unit 223 Prepare text from recorded audio instruction
- Unit 224 Produce documents
- Unit 225 Work effectively with other people

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 2 in Team Leading

Awarding body

Institute of Leadership and Management

Aim of this qualification

This qualification aims to show individuals how to manage confidently, engage team members successfully and associate tasks with talent effectively.

Suited to

Team leaders or supervisors that work with some degree of personal autonomy, who collaborate with others through the membership of a team and who are given specific objectives by senior management.

Content & structure

Individuals are required to complete six units, four mandatory units and two optional units.

Mandatory units

- A1 Manage your own resources
- B5 Provide leadership for your team
- D1 Develop productive working relationships with colleagues
- E5 Ensure your own actions reduce risks to health and safety

Optional units

Individuals must choose two units

- C1 Encourage innovation in your team
- D5 Allocate and check work in your team
- D7 Provide learning opportunities for colleagues
- F5 Resolve customer service problems
- F7 Support customer service improvements

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence.

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others; however, a guideline of between six and twelve months is given.

Entry requirements

There are no formal entry requirements; however, individuals must be working in a relevant field.

Additional information

Individuals can progress on to NVQ Level 3 in Management.



NVQ Level 3 in Management

Awarding body

Institute of Leadership and Management

Aim of this qualification

This qualification aims to develop an individuals' management performance, effectiveness and progress their career

Suited to

First line managers with responsibility for managing budgets, allocating work to team members/ colleagues/contractors, achieving specific results and for some decision making

Content & structure

Individuals are required to complete seven units, four mandatory units and three optional units

Mandatory units

- A2 Manage your own resources and professional developments
- B6 Provide leadership in your area of responsibility
- D6 Allocate and monitor the progress and quality of work in your area of responsibility
- E6 Ensure health and safety requirements are met in your area of responsibility

Optional units

Individuals must choose three units

- B11 Promote equality of opportunity and diversity in your area of responsibility
- C2 Encourage innovation in your area of responsibility
- C5 Plan change
- C6 Implement change
- D1 Develop productive working relationships with colleagues
- D3 Recruit, select and keep colleagues

- D7 Provide learning opportunities for colleagues
- E1 Manage a budget
- F1 Manage a project
- F6 Monitor and solve customer service problems
- F8 Work with others to improve customer service

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 4 in Management

Awarding body

Institute of Leadership and Management

Aim of this qualification

This qualification aims to demonstrate performance competence and a good level of knowledge and understanding of management

Suited to

Middle managers with a wide span of control and accountability for performance, who are responsible for determining resource allocation and operational methods

Content & structure

Individuals are required to complete eight units, five mandatory units and three optional units

Mandatory units

- B1 Develop and implement operational plans for your area of responsibility
- C2 Encourage innovation in your area of responsibility
- D2 Develop productive working relationships with colleagues and stakeholders
- E6 Ensure health and safety requirements are met in your area of responsibility
- F3 Manage business processes

Optional units

Individuals must choose three units

- A2 Manage your own resources and professional development
- A3 Develop your personal networks
- B6 Provide leadership in your area of responsibility
- B8 Ensure compliance with legal, regulatory, ethical and social requirements
- B11 Promote equality of opportunity and diversity in your area of responsibility

- C4 Lead change
- C5 Plan change
- C6 Implement change
- D3 Recruit, select and keep colleagues
- D6 Allocate and monitor the progress and quality of work in your area of responsibility
- D7 Provide learning opportunities for colleagues
- E2 Manage finance in your area of responsibility
- F1 Manage a project
- F2 Manage a programme of complementary projects
- F8 Work with others to improve customer service
- F9 Build your organisation's understanding of its market and customers
- F11 Manage the achievement of customer satisfaction

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 5 in Management

Awarding body

Institute of Leadership and Management

Aim of this qualification

This qualification aims to give individuals the opportunity to develop their professional management skills, knowledge and understanding

Suited to

Senior managers with a degree of autonomy for deploying resources and achieving strategic goals

Content & structure

Individuals are required to complete seven units, four mandatory units and three optional units

Mandatory units

- B7 Provide leadership for your organisation
- C3 Encourage innovation in your organisation
- E7 Ensure an effective organisational approach to health and safety
- F12 Improve organisational performance

Optional units

Individuals must choose three units

- A2 Manage your own resources and professional development
- A3 Develop your personal networks
- B2 Map the environment in which your organisation operates
- B3 Develop a strategic business plan for your organisation
- B4 Put the strategic business plan into action
- B8 Ensure compliance with legal, regulatory, ethical and social requirements
- B9 Develop the culture of your business
- B10 Manage risk
- B12 Promote equality of opportunity and diversity in your organisation
- C4 Lead change

- C5 Plan change
- C6 Implement change
- D2 Develop productive working relationships with colleagues and stakeholders
- D4 Plan the workforce
- D7 Provide learning opportunities for colleagues
- E3 Obtain additional finance for the organisation
- E4 Promote the use of technology within your organisation
- F2 Manage a programme of complementary projects
- F4 Develop and review a framework for marketing
- F9 Build your organisation's understanding of its market and customers
- F10 Develop a customer focused organisation

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 2 in Housing

Awarding body

City & Guilds

Aim of this qualification

This qualification aims to meet the needs of those working in the housing sector

Suited to

Individuals working in the following housing functions: customer service, lettings and allocations, housing management, homelessness and advice, supported housing, repairs and maintenance and tenant participation and management

Content & structure

Individuals are required to complete seven units, four mandatory units and three optional units

Mandatory units

- Unit H1 Maintain open and honest relationships with customers
- Unit H2 Provide information to customers
- Unit H3 Maintain effective working relationships with colleagues and others
- Unit H4 Monitor and maintain health, safety and security

Optional units

Individuals must choose three units

- Unit H5 Process documents relating to housing services
- Unit H6 Match the needs of customers with available accommodation
- Unit H7 Allocate accommodation to customers
- Unit H8 Set up agreements with customers
- Unit H9 Respond to customer enquiries and concerns
- Unit H10 Help to develop residents involvement in the local community
- Unit H11 Support the rights of customers in the community
- Unit H12 Check and record the condition of property
- Unit H13 Organise the maintenance of property

- Unit H14 Help to develop customers to contribute to decision making
- Unit H15 Hold meetings with customers and others
- Unit O1 Foster people's equality, diversity and rights (TOPSS)
- Unit CL1 Promote effective communication and relationships (TOPSS)
- Unit W2 Contribute to the ongoing support of clients and others significant to them (TOPSS)
- Unit W8 Enable individuals to maintain contacts in potentially isolating situations (TOPSS)
- Unit Y1 Enable individuals to manage their domestic and personal resources (TOPSS)
- Unit Z1 Contribute to the protection of individuals from abuse (TOPSS)
- Unit Z8 Support individuals when they are distressed (TOPSS)
- Unit Z17 Support clients who are substance users (TOPSS)

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



Diploma in Painting & Decorating

Awarding body

Construction Awards Alliance

Aim of this qualification

This qualification aims to prepare individuals for work in the industry of their chosen craft

Suited to

Individuals wanting to work in the painting and decorating industry and is currently unable to provide suitable evidence of competence in the workplace

Content and Structure

Mandatory units

CC 1002K	Know how to determine quantities of materials
CC 2002K	Know how to estimate quantities of resources
CC 3002K	Know how to estimate quantities and price work

Assessment method

Assessment is by underpinning knowledge and practical assessments including online testing of knowledge, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of up to eighteen months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 1 in Decorative Finishing and Industrial Painting

Awarding body

Construction Awards Alliance

Aim of this qualification

This qualification aims to develop the skills of individuals wanting to work within decorative finishing and industrial painting occupations

Suited to

Individuals working within a decorative finishing and industrial painting environment that undertake a range of fairly routine work activities

Content and Structure

Mandatory units

VR01 (R/102/3275)	Conform to general workplace safety
VR03 (D/102/3277)	Move and handle resources
VR250F (J/103/3351)	Erect and dismantle access/working platforms
	Endorsements (two of):
	Ladders
	Step Ladders/Platform Steps
	Trestle Platforms
	Mobile Scaffold Towers (Tube and Fitting)
	Proprietary Staging/Podiums
VR330 (K/103/1429)	Prepare new surfaces for paint systems
VR331 (T/103/1367)	Apply paint to new surfaces by brush and roller

Health and safety test required

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field

Additional information

Individuals can progress on to NVQ Level 2 in Decorative Finishing and Industrial Painting



NVQ Level 2 in Decorative Finishing and Industrial Painting (Painter)

Awarding body

Construction Awards Alliance

Aim of this qualification

This qualification aims to demonstrate the skills and competencies of individuals working within decorative finishing and industrial painting in the occupation of a painter and decorator

Suited to

Individuals working within a decorative finishing and industrial painting environment that undertake a range of work activities some of which are complicated and not routine, plus some responsibility for working individually or with others, as part of a team

Mandatory units

VR01(R/102/3275)	Conform to general workplace safety
VR02 (Y/102/3276)	Conform to efficient work practices
VR03 (D/102/3277)	Erect and dismantle access/working platforms Endorsements (two of): Ladders Step Ladders/Platform Steps Trestle Platforms Mobile Scaffold Towers (Tube and Fitting) Proprietary Staging/Podiums
VR332D (A/103/1368)	Prepare surfaces for painting/decorating
VR333D (F/103/1369)	Apply paint systems by brush and roller

Health and safety test required

Additional units (not compulsory)

VR336 (F/103/1372)	Hang wallcoverings (standard papers)
VR337 (J/103/1373)	Hang wide-width vinyls
VR338 (L/103/1374)	Install coving, centre-pieces and texture products
VR339 (R/103/1375)	Apply coatings by the airless spray method Endorsements (one of): Water-borne Solvent-borne
VR340 (L/103/1360)	Apply coatings by the air spray method Endorsements (one of): Water-borne Solvent-borne
VR341 (R/103/1361)	Produce broken colour work and basic stenciling
VR342 (Y/103/1362)	Produce and apply complex stencil designs Endorsements (one of): Linear run work Full wall work

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field

Additional information

Individuals can progress on to NVQ Level 3 in Decorative Finishing and Industrial Painting

NVQ Level 2 in Decorative Finishing and Industrial Painting (Industrial Painter)

Awarding body

Construction Awards Alliance

Aim of this qualification

This qualification aims to demonstrate the skills and competencies of individuals working within decorative finishing and industrial painting in the occupation of an industrial painter

Suited to

Individuals working within a decorative finishing and industrial painting environment that undertake a range of work activities some of which are complicated and not routine, plus some responsibility for working individually or with others, as part of a team

Mandatory units

VR01 (R/102/3275)	Conform to general workplace safety
VR02 (Y/102/3276)	Conform to efficient work practices
VR03 (D/102/3277)	Move and handle resources
VR250F (J/103/3351)	Erect and dismantle access/working platforms
	Endorsements (two of):
	Ladders
	Step Ladders/Platform Steps
	Proprietary Towers
	Trestle Platforms
	Mobile Scaffold Towers (Tube and Fitting)
	Proprietary Staging/Podiums
VR332i (L/103/1438)	Prepare surfaces for painting/decorating
VR333i (R/103/1439)	Apply paint systems by brush and roller

Optional units

(Plus ONE of the following)

VR334 (T/103/1370)	Operate equipment in support of the paint sprayer
	Endorsements (one of):
	Air spray
	Airless spray
VR335 (A/103/1371)	Operate equipment in support of the abrasive blast cleaner

Health and safety test required

Additional units (not compulsory)

VR336 (F/103/1372)	Hang wallcoverings (standard papers)
VR337 (J/103/1373)	Hang wide-width vinyls
VR338 (L/103/1374)	Install coving, centre-pieces and texture products
VR339 (R/103/1375)	Apply coatings by the airless spray method
	Endorsements (one of):
	Water-borne
	Solvent-borne
VR340 (L/103/1360)	Apply coatings by the air spray method
	Endorsements (one of):
	Water-borne
	Solvent-borne
VR341 (R/103/1361)	Produce broken colour work and basic stenciling
VR342 (Y/103/1362)	Produce and apply complex stencil designs
	Endorsements (one of):
	Linear run work
	Full wall work

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field

Additional information

Individuals can progress on to NVQ Level 3 in Decorative Finishing and Industrial Painting



NVQ Level 3 in Decorative Finishing and Industrial Painting (Painter & Decorator)

Awarding body

Construction Awards Alliance

Aim of this qualification

This qualification aims to demonstrate the skills and competencies of individuals working within decorative finishing and industrial painting in the occupation of a painter and decorator

Suited to

Individuals working within a decorative finishing and industrial painting environment that undertake a wide range of work activities most of which are complicated and not routine. The individual will need to demonstrate responsibility working individually, and perhaps also controlling or guiding the work of other people.

Mandatory units

VR01 (R/102/3275)	Conform to general workplace safety
VR209 (M/103/1190)	Confirm work activities and resources for the work
VR210 (T/103/1191)	Develop and maintain good working relationships
VR211 (A/103/1192)	Confirm the occupational method of work
VR250F (J/103/3351)	Erect and dismantle access/working platforms Endorsements (two of): Ladders Step ladders/platform steps Proprietary towers Trestle platforms Mobile scaffold towers (tube and fitting) Proprietary staging/podiums
VR343 (D/103/1363)	Hang wallcoverings to complex surfaces
VR332D (A/103/1368)	Prepare surfaces for painting/decorating
VR333D (F/103/1369)	Apply paint systems by brush and roller

Optional units

(Plus ONE of the following)

VR337 (J/103/1373)	Hang wide-width vinyls
VR338 (L/103/1374)	Install coving, centre-pieces and texture products
VR339 (R/103/1375)	Apply coatings by the airless spray method Endorsements (one of): Water-borne Solvent-borne

VR340 (L/103/1360)	Apply coatings by the air spray method Endorsements (one of): Water-borne Solvent-borne
VR341 (R/103/1361)	Produce broken colour work and basic stenciling
VR342 (Y/103/1362)	Produce and apply complex stencil designs Endorsements (one of): Linear run work Full wall work
VR344 (H/103/1364)	Produce basic brush graining and marbling effects
VR345 (K/103/1365)	Produce replica quality grained and marble finishes Endorsements (one of): Water-borne Solvent-borne
VR346 (M/103/1366)	Hang wallcoverings (specialist papers)
VR347 (D/103/1430)	Produce comb textured finishes
VR348 (H/103/1431)	Apply metal leaf to surfaces Endorsements (one of): Loose metal leaf Transfer metal leaf

Health and safety test required

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 3 in Decorative Finishing and Industrial Painting (Industrial Painter)

Awarding body

Construction Awards Alliance

Aim of this qualification

This qualification aims to demonstrate the skills and competencies of individuals working within decorative finishing and industrial painting in the occupation of an industrial painter

Suited to

Individuals working within a decorative finishing and industrial painting environment that undertake a wide range of work activities most of which are complicated and not routine. The individual will need to demonstrate responsibility working individually, and perhaps also controlling or guiding the work of other people.

Mandatory units

VR01 (R/102/3275)	Conform to general workplace safety
VR209 (M/103/1190)	Confirm work activities and resources for the work
VR210 (T/103/1191)	Develop and maintain good working relationships
VR211 (A/103/1192)	Confirm the occupational method of work
VR250F (J/103/3351)	Erect and dismantle access/working platforms Endorsements (two of): Ladders Step ladders/platform steps Proprietary towers Trestle platforms Mobile scaffold towers (tube and fitting) Proprietary staging/podiums
VR332i (L/103/1438)	Prepare surfaces for painting/decorating
VR333i (R/103/1439)	Apply paint systems by brush and roller

Optional units

(Plus ONE of the following)

VR339 (R/103/1375)	Apply coatings by the airless spray method Endorsements (one of): Water-borne Solvent-borne
VR349 (K/103/1432)	Prepare surfaces by abrasive blast cleaning. Health and safety test required

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between six and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field





NVQ 2 in Fenestration Installation

Awarding body

Glass Qualifications Authority (GQA)

Aim of this qualification

This qualification aims to demonstrate the skills and competencies of individuals working in the glazing installation industry

Suited to

Individuals working as installers of glass supporting systems, which include window and door units, and basic curtain walling systems and working on customers premises

Content & structure

Individuals must achieve all three mandatory units plus four of the nine optional units

Mandatory units

- Unit 1 Maintain health and safety within the working environment
- Unit 2 Contribute to the work of others
- Unit 3 Handle materials

Optional units

Four units are to be taken, but a minimum of two units must come from units 8, 10, 11 and 9 or 12
NB Units 9 and 12 cannot be taken together as an option for completion of this qualification

- Unit 4 Process products and materials by shaping
- Unit 5 Confirm installation requirements
- Unit 6 Prepare for the installation of glass supporting systems
- Unit 7 Prepare apertures for glass supporting systems
- Unit 8 Install glass supporting systems
- Unit 9 Install window and door units in glass supporting systems

- Unit 10 Install panels into glass supporting systems
- Unit 11 Maintain glass supporting systems
- Unit 12 Install window and door units in new build glass supporting systems

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of up to nine months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field





NVQ 3 in Fenestration Installation and Surveying

Awarding body

Glass Qualifications Authority (GQA)

Aim of this qualification

This qualification aims to demonstrate the skills and competencies of individuals working in the glazing installation and surveying industry

Suited to

Individuals who work as installers and surveyors of glass supporting systems, which include conservatories and other external glazed structures, and advanced walling systems

It is not expected that installers and surveyors do the same activities: the qualification is structured to ensure that each occupation has its own group of units in a separate option group, although they both share common units in the mandatory section of the qualification

Content & structure

Individuals must achieve all five mandatory units plus one of the option groups (Option Group 1 requires four units, Option Group 2 requires two units)

Mandatory units

- Unit 1 Promote and maintain health and safety within the working environment
- Unit 2 Improve the work of the organisation
- Unit 3 Assess the quality of glass-related materials
- Unit 4 Diagnose and rectify technical problems
- Unit 5 Plan and use of resources to meet work requirements

Optional Units

Individuals must choose either Option Group 1 (installers) or Option Group 2 (surveyors)

Option Group 1 (installers)

A minimum of two units from 6, 7, 8, 9, 10 plus any other two units from 13, 14, 15, 17, 18 and 16 or 19 (i.e. other than 11 and 12)

NB units 16 and 19 cannot be taken together as an option towards the installer qualification

Option Group 2 (surveyors)

Any units from 10, 11 or 12

- Unit 6 Develop new work procedures
- Unit 7 Install external glass supporting structures
- Unit 8 Install complex glass supporting systems
- Unit 9 Maintain complex glass supporting systems
- Unit 10 Control the installation of glass supporting systems
- Unit 11 Identify installation requirements
- Unit 12 Produce specifications for glass supporting systems
- Unit 13 Process products and materials by shaping
- Unit 14 Prepare apertures for glass supporting systems
- Unit 15 Install glass supporting systems
- Unit 16 Install window and door units in glass supporting systems
- Unit 17 Install panels into glass supporting systems
- Unit 18 Maintain glass supporting systems
- Unit 19 Install window and door units in new build glass supporting systems

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of up to eighteen months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ 2 in Fencing

Awarding body

Lantra Awards

Aim of this qualification

This qualification aims to give individuals the opportunity to develop their skills and demonstrate competence across the full range of activities that fencing operatives need to be able to do as part of their everyday work

Suited to

Individuals who work in the fencing industry

Content & structure

This qualification can be achieved by one of two occupational routes – Fencing and Fencing (Vehicle Safety)

Individuals must achieve all of the four mandatory units plus the number of 'optional' units specified for a chosen occupational route

The certificate will display the occupational route chosen i.e. 'Fencing' or 'Fencing (Vehicle Safety)'

Mandatory units

- Unit Fe1 Prepare sites for fence installation
- Unit Fe2 Receive, handle and store fencing material on-site
- Unit Fe7 Operate power tools and attachments
- Unit CU2 Monitor and maintain health and safety

Optional units

Group A – Fencing

Individuals must achieve Unit Fe3 plus one of the other optional units listed for Group A

- Unit Fe3 Install fencing
- Unit Fe5 Cast reinforced concrete
- Unit Fe6 Repair fencing
- Unit CU61 Assist with planting and establishing plants

Group B – Fencing (Vehicle Safety)

Individuals must achieve all three of the optional units listed for Group B

- Unit Fe4 Install vehicle restraint systems
- Unit Fe5 Cast reinforced concrete
- Unit Fe6 Repair fencing

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of up to nine months is given

Entry requirements

There are no formal entry requirements however individuals must be working in a relevant field



NVQ Level 2 in Amenity Horticulture

Awarding body

National Proficiency Tests Council (NPTC)

Aim of this qualification

This qualification aims to ensure the development of amenity horticulture skills and related practices

Suited to

Individuals who work in a gardening/landscaping role

Content & structure

Individuals are required to complete seven units, two mandatory units and five optional units

If all five optional units are chosen from the same option group (e.g. A), the certificate will display the occupational route chosen (e.g. Amenity Horticulture (Nursery))

If optional units are chosen from a variety of option groups, the certificate will display 'Amenity Horticulture'

Mandatory units

- Unit CU2 Monitor and maintain health and safety
- Unit CU5 Develop personal performance and maintain working relationships

Optional units - Group A: Nursery

- Unit L11 Maintain the condition of plants and other resources during transportation
- Unit CU72 Propagate plants by vegetative methods
- Unit CU73 Propagate plants from seed
- Unit CU74 Prepare growing media
- Unit CU77 Monitor environmental conditions for protected crops
- Unit CU79 Identify, collect and prepare plants for despatch

Optional units - Group B: Landscaping

- Unit L1 Prepare sites for landscaping
- Unit L2 Establish plants outdoors
- Unit L3 Maintain general amenity turf
- Unit L4 Establish and develop decorative amenity areas
- Unit L11 Maintain the condition of plants and other resources during transportation
- Unit L15 Install and maintain drainage systems
- Unit L27 Use and maintain equipment and machines
- Unit L28 Construct and maintain water features
- Unit CU11 Prepare and operate a tractor with attachments
- Unit CU19 Construct and maintain boundaries and paths
- Unit CU20 Maintain and repair structures and surfaces
- Unit CU21 Construct new structures and surfaces
- Unit CU76 Maintain plants outdoors
- Unit PR05 Operate specialised plant and machinery to performance requirements (Construction and Formation) (PRP)
- Unit 2.1 Give customers a positive impression of yourself and your organisation (ICS)

Optional units - Group C: Sports Turf

- Unit L2 Establish plants outdoors
- Unit L5 Maintain the health of sports turf
- Unit L6 Present, maintain and repair sports turf surfaces for play
- Unit CU11 Prepare and operate a tractor with attachments



NVQ Level 2 in Amenity Horticulture cont.

Optional units - Group D: Interior Landscaping

- Unit L4 Establish and develop decorative amenity areas
- Unit L8 Establish interior plant displays
- Unit L9 Maintain interior plant displays
- Unit L10 Establish and maintain artificial plant displays
- Unit L11 Maintain the condition of plants and other resources during transportation
- Unit CU68 Assemble tied floristry designs
- Unit CU69 Assemble wired floristry designs
- Unit 2.1 Give customers a positive impression of yourself and your organisation (ICS)
- Unit 2.4 Resolve customer service problems (ICS)

Optional units - Group E: Cemeteries and Graveyards

- Unit L2 Establish plants outdoors
- Unit L12 Dig graves
- Unit L13 Assist with burials
- Unit L14 Exhume coffins and remains
- Unit CU20 Maintain and repair structures and surfaces
- Unit CU76 Maintain plants outdoors
- Unit PR05 Operate specialised plant and machinery to performance requirements (Construction and Formation) (PRP)

Additional unit

It is recommended that unit L7 is an additional unit for those individuals following the Sports Turf optional route

- Unit L7 Present, maintain and repair artificial playing surfaces for play

Assessment method

Assessment is by underpinning knowledge and practical assessments, together with a portfolio of evidence

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others however a guideline of between nine and twelve months is given

Entry requirements

There are no formal entry requirements however individuals must be working within a relevant field



Key Skills in Application of Number – Level 1 and Level 2



Awarding body

City & Guilds

Aim of this qualification

These qualifications aim to demonstrate competence in the application of numbers

Suited to

Individuals without a level 1 or level 2 qualification in Key Skills in Application of Number

Content & structure

The content and structure varies dependent upon the individual and the areas identified as part of an initial assessment

Assessment method

Assessment is exam based and is completed under exam conditions

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others

Entry requirements

There are no formal entry requirements for this qualification



Key Skills in Communication – Level 1 and Level 2



Awarding body

City & Guilds

Aim of this qualification

These qualifications aim to demonstrate competence in communication

Suited to

Individuals without a level 1 or level 2 qualification in Key Skills in Communication

Content & structure

The content and structure varies dependent upon the individual and the areas identified as part of an initial assessment

Assessment method

Assessment is exam based and is completed under exam conditions

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others

Entry requirements

There are no formal entry requirements for this qualification



Certificate in Adult Numeracy – Entry 1, Entry 2, Entry 3, Level 1 and Level 2



Awarding body

City & Guilds

Aim of this qualification

These qualifications aim to demonstrate competence in adult numeracy

Suited to

Individuals without a qualification in numeracy

Content & structure

The content and structure varies dependent upon the individual and the areas identified as part of an initial assessment

Assessment method

Assessment is exam based and is completed under exam conditions

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others

Entry requirements

There are no formal entry requirements for this qualification



Certificate in Adult Literacy – Level 1 and Level 2



Awarding body

City & Guilds

Aim of this qualification

These qualifications aim to demonstrate competence in adult literacy

Suited to

Individuals without a qualification in literacy

Content & structure

The content and structure varies dependent upon the individual and the areas identified as part of an initial assessment

Assessment method

Assessment is exam based and is completed under exam conditions

Duration

There is no set timescale for achieving the qualification as some people progress quicker than others

Entry requirements

There are no formal entry requirements for this qualification





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