



**BUSINESS, IT
AND EMPLOYMENT
SKILLS**

Book-keeping and Accounts

8991

Aim

This qualification is designed for individuals who wish to start or advance their career in the accounting sector. It covers a broad range of topics from basic book-keeping practices to the recording and interpretation of complex financial transactions.

Career

- Accounting Technician
- Accounts Clerk
- Finance Clerk
- Private Practice Accountant

Level

1, 2, 3

Delivery

On-demand written examination.

Business Finance

8990

Aim

This qualification is designed to develop numerical, graphical, financial and presentational skills suitable for use within a wide range of organisations. It allows learners to complete routine tasks (at lower levels), and prepare and analyse numerical and financial information used by management to monitor and control, make decisions and solve problems (at the more advanced levels).

Career

The occupation accessible to the individual will depend on the industry chosen.

Level

1, 2, 3

Delivery

On demand written examination.

Business Studies

8954

Aim

This qualification is designed for individuals who work in office-based administrative and managerial roles and provides a broad understanding of modern business in an international context.

Career

- Administrator
- Clerk

Level

1, 2

Delivery

On-demand written examination.

Computerised Accounts

8989

Aim

This qualification is designed for individuals wanting to enter or progress in the field of computerised accounts. It helps learners develop competence in the practical use of computerised accounts software to produce accurate, professional and well presented accounts employing an appropriate range of accounting activities.

Career

Occupations accessible to the individual will depend on the industry chosen.

Level

1, 2, 3

Delivery

On-demand written examination.

Customer Service

8992

Aim

This qualification allows individuals to learn, develop and practise the skills required for employment and/or career progression in the Customer Service sector.

Careers

- Customer Service Advisor
- Customer Service Assistant
- Customer Service Manager
- Customer Service Team Leader

Level

1, 2, 3

Delivery

On-demand written examination.

Customer Service and Selling **8412 / 8413** **8414 / 8415 / 8416**

Aim

These introductory qualifications form part of a portfolio designed to develop the skills and knowledge required to operate in a customer service or sales related position.

Career

- Customer Service Assistant
- Sales Assistant

Level

Introductory Award.

Pathways

Generic qualification

Customer Service, Selling and Conflict Handling.

Hospitality specific qualification

Customer Service and Selling.

Delivery

Written examination and assignment.

Desktop Publishing **8983**

Aim

This qualification is designed for individuals who need to use desktop publishing programmes. It is available at two levels, suitable for beginners and those looking to use more advanced features.

Career

- DTP Operator
- Graphic Designer
- Journalist
- Marketing Manager
- Multimedia Designer
- Newspaper Editor
- Writer

Level

1, 2

Delivery

On-demand written examination.

Information Technology **7267**

Aim

This qualification will help both Users (training people who use a computer at work or in their studies) and Practitioners (training those who install, maintain, support, and develop computer systems).

Career

These qualifications are perfect for learners using ICT as part of their job role, and for anyone – from secretary to supervisor, and right up to senior manager – who works with a computer.

Level

- Level 1 Certificate
- Level 2 Diploma
- Level 3 Advanced Diploma

Pathways

- IT Users
- Systems Supporters
- Software Developers

Delivery

A range of assessment methods is available including: on-line test, paper test, practical assignment and single subject. The method of assessment may vary depending on the learner and units selected.

EV IVQ

NB: This qualification replaces the IVQs in Information Processing (7235), Certificate in Information Technology (7621) and E-Quals (7262).

Keyboarding 8964

Aim

This qualification is designed to test the learners' ability to proofread continuous copy and to operate a keyboard effectively. It is aimed at those who are training to be keyboard operators rather than typists.

Career

- Administration Officer
- Call Centre Operator
- Database Operator

Level

2

Delivery

On-demand practical assessment.

Office Procedure 8993

Aim

This qualification is designed for individuals who have worked, are working or looking to work in first-level administrator roles and requiring basic knowledge of office procedures.

Career

- Administrative Assistant/Administrator
- Receptionist
- Secretary

Level

1, 2

Delivery

Written examination and practical assessment.

Practical Data Processing 8966

Aim

This qualification is designed for individuals seeking a first qualification in the use of standard data processing software to produce accurate and well-presented documents.

Level

- Elementary
- Intermediate

Delivery

On-demand practical assessment.

Sales and Marketing 4410

Aim

This qualification is designed for those employed or seeking employment in sales and marketing. It reflects the international nature of sales and marketing activities as well as the sector variations, making it valuable for people working in business-to-consumer sales environments like retail, or planning communication activities and events for a business-to-business organisation.

Career

- Bank/Building Society Customer Adviser
- Care Assistant
- Contact Centre Operative
- Customer Service
- Customer Service Adviser
- Customer Service Assistant
- Local Government Customer Service Officer
- Receptionist
- Retail Assistant
- Service Assistant

Level

2

Delivery

Written examination and assignment.

EV IVQ

Shorthand 8980

Aim

This qualification is designed for individuals who undertake a role that involves the accurate transcription of the spoken word. It tests shorthand speeds from 50 to 120 words per minute in all recognised shorthand systems, including Braille and Stenograph.

Career

- Executive/Personal Assistant
- Journalist
- Reporter
- Secretary

Level

2

Delivery

Written examination.

Skills Certificate in Health and Safety 1100

Aim

This qualification provides a broad introduction to the theory and practical side of health and safety in a work environment.

Career

Health and Safety Practitioner.

Level

Certificate.

Delivery

Practical assessment.

EV IVQ

Skills Foundation Awards 3528

Aim

This qualification is designed to provide practical skills to enable learners to undertake certain jobs at a very basic entry point.

Career

Internal Verifier.

NB: occupations accessible to the learners will depend on the pathway chosen.

Level

Skills Foundation.

Pathways

- Aluminium Fitting
- Electrical Installation
- Electronic Engineering
- Engineering Skills
- Food and Beverage Service
- Food Preparation
- Housekeeping Services
- IT for Office Applications
- Motor Vehicle Engineering
- Plumbing
- Refrigeration and Air Conditioning
- Trowel Trades
- Two Wheeler Repair
- Wood Trades

Delivery

Practical activities and oral questions.

EV

Skills Proficiency Awards 3529

Aim

This qualification builds on the skills acquired from the Skills Foundation Awards. It also offers the opportunity of formal recognition of practical skills for people already working in various occupational areas but with no formal qualifications.

Career

The occupation accessible to the individual will depend on the pathway chosen.

Level

Skills Proficiency.

Pathways

- Aluminium Fitting
- Electrical Installation
- Electronic Engineering
- Engineering Skills
- Food and Beverage Service
- Food Preparation
- Housekeeping Services
- IT for Office Applications
- Motor Vehicle Engineering
- Plumbing
- Refrigeration and Air Conditioning
- Trowel Trades
- Two Wheeler Repair
- Wood Trades

Delivery

Practical activities and oral questions.

EV

Spreadsheet Processing Techniques 8970

Aim

This qualification is designed to enable individuals to develop and extend spreadsheet processing skills and is suitable for beginners and professionals, who use spreadsheets and want to gain recognition for their skills.

Career

The occupation accessible to the individual will depend on the industry chosen.

Level

- Advanced
- Essential
- Intermediate

Delivery

On-demand practical assessment.

Using Email and the Internet 8982

Aim

This qualification is designed to enable individuals to use e-mail and the Internet. It tests learners' abilities in using e-mail and the Internet efficiently to communicate and to obtain information. Learners should have appropriate computer and keyboarding skills.

Career

The occupation accessible to the individual will depend on the industry chosen.

Level

1, 2

Delivery

On-demand written examination.

Visual Presentations 8974

Aim

This qualification enables individuals to use visual presentation software. It is suitable for those who need to prepare and edit presentations using both text and graphics presentational software to a given specification and professional standard.

Career

The occupation accessible to the individual will depend on the industry chosen.

Level

Intermediate.

Delivery

On-demand practical assessment.

Word Processing Techniques 8975

Aim

This qualification enables individuals to use practical skills and word processing software in order to produce accurate and well presented documents.

Career

The occupation accessible to the individual will depend on the industry chosen.

Level

- Essential
- Intermediate
- Advanced

Delivery

On-demand practical assessment.



