

## What are Business Skills qualifications?

We are now pleased to offer a suite of qualifications that provide diversity and flexibility to suit the needs of employers and learners alike.

On the Framework and available at Level 2 and Level 3 with a pick and mix approach, they're based on NVQ units in Business Administration, Customer Service, Management, Sales and Health and Safety so allowing the employer/learner to tailor the qualification to suit their business needs.

As they're credit based they also give the learner the opportunity for horizontal and vertical progression; with a wide range of units to choose from, learners can gain the recognition they deserve for the variety of skills and knowledge they possess in different disciplines.

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### So what's on offer?

There are three sizes of qualification at each level, an Award, Certificate and Diploma. The overall credit threshold determines the size of the qualification. Full details of units and qualification structure can be downloaded from our website.

#### Level 2 Award

##### **10 credits needed overall**

at least 6 credits must be at level 2

5 credits **must** be from Business and Administration plus 5 credits from any area including Business and Administration

#### Level 2 Certificate

##### **34 credits needed overall**

at least 21 credits must be at level 2

12 credits **must** be from Business and Administration

5 credits **must** be from Customer Service

plus 17 credits from any area including Business and Administration and Customer Service

#### Level 2 Diploma

##### **45 credits needed overall**

at least 27 credits must be at level 2

15 credits **must** be from Business and Administration

10 credits **must** be from Customer Service

Plus 20 credits from any area including Business and Administration and Customer Service

#### Level 3 Award

##### **12 credits needed overall**

at least 8 credits must be at level 3

7 credits **must** be from Business and Administration plus 5 credits from any area including Business and Administration

#### Level 3 Certificate

##### **36 credits needed overall**

at least 22 credits must be at level 3

12 credits **must** be from Business and Administration

7 credits **must** be from Customer Service

8 credits **must** be from Management

plus 9 credits from any area including Business and Administration, Customer Service and Management

#### Level 3 Diploma

##### **47 credits needed overall**

at least 28 credits must be at level 3

18 credits **must** be from Business and Administration

10 credits **must** be from Customer Service

8 credits **must** be from Management

plus 11 credits from any area including Business and Administration, Customer Service and Management

Employers tell us that they need support staff/workers that have a range of skills eg some administration skills, some customer service skills and some management skills.

## Learner benefits

- 9 Recognition of diversity of skills
- 9 Opportunity to expand and gain new skills
- 9 Flexibility and choice of unit, qualification and level
- 9 Achievement of a nationally recognised qualification
- 9 Progression up and across levels

## Employer benefits

- 9 Qualifications to suit your business needs
- 9 Improved staff morale and motivation
- 9 A true reflection of the skills your staff have
- 9 Work-based so no 'downtime'
- 9 Opportunity to complement with in-house training

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## Registration and Certification dates

Qualification number	QAN	Credit value	Last registration	Last certification
7537-21 Level 2 Award	500/2972/1	10	31/07/2010	31/07/2012
7537-22 Level 2 Certificate	500/3052/8	34	31/07/2010	31/07/2012
7537-23 Level 2 Diploma	500/2964/2	45	31/07/2010	31/07/2012
7537-31 Level 3 Award	500/3006/1	12	31/07/2010	31/07/2013
7537-32 Level 3 Certificate	500/3021/8	36	31/07/2010	31/07/2013
7537-33 Level 3 Diploma	500/2950/2	47	31/07/2010	31/07/2013

Further information (including funding sources) can be found by visiting the following websites:

### QCA – National Database of Accredited qualifications

<http://www.accreditedqualifications.org.uk>

### Learning Aims Database

<http://providers.lsc.gov.uk/lad/default.asp>

### Train 2 Gain

[www.traintogain.gov.uk](http://www.traintogain.gov.uk)

### Learning and Skills Council

[www.lsc.gov.uk](http://www.lsc.gov.uk)

### Llywodraeth Cynulliad Cymru Welsh Assembly Government

<http://new.wales.gov.uk/?lang=en>

### Department of Employment and Learning Northern Ireland

<http://www.delni.gov.uk>

### Standard Setting Bodies

[www.cfa.uk.com](http://www.cfa.uk.com)

[www.instituteofcustomerservice.com](http://www.instituteofcustomerservice.com)

[www.msc.org](http://www.msc.org)

[www.msssb.org](http://www.msssb.org)

[www.ento.co.uk](http://www.ento.co.uk)

### Documentation

All qualification documentation for these qualifications is free to download from our website:

**www.cityandguilds.com** search under 7537.

### What's the next step?

Simply contact your nearest City & Guilds office who will guide you through the approval process. Details of your nearest City & Guilds office can be found on **cityandguilds.com/regionsandnations**

or contact our Customer Relations team:

T +44 (0)20 7294 2787

F +44 (0)20 7294 2413

**centresupport@cityandguilds.com**

**www.cityandguilds.com**

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