



skills to grow  
gain through training



# Assessment Centre

**Providing Qualifications in Customer Services,  
Business Admin, Management, Education & Advice**

# Who we are

Skills to Grow is an exciting collaboration driven by our shared desire to provide the best possible training and support for our volunteers and staff and to enable us to provide the best service we can to our customers and those needing our support.

The Assessment Centre is managed by Community First and supported by their Learning and Development Team who are based in Petersfield, Hampshire. It has been formed in partnership with three Citizens Advice centres: **East Hants, Havant** and **Winchester**.

The shared vision is to be able to develop and support local people through the provision of high quality training underpinned by nationally recognised qualifications.

Citizens Advice head office has worked with partners across the voluntary sector to develop qualifications in advice and has a commitment to deliver them across the network. To achieve this Citizens Advice is registered with Skills For Justice Awards (SKFJA) as an Assessment Centre.

Locally, we are building on this work and our Assessment Centre is also approved by SKFJA as the Awarding Body. This enables us to deliver and assess qualifications locally to both Citizens Advice centres and other providers of legal advice.

We are able to provide a range of qualifications in the Customer Services, Business Admin, Management, Education and Advice topic areas. Our courses are suitable for anyone who would like to develop their skills and gain accreditation in these areas.

## Apprenticeships

We are able to support apprenticeships in the following areas and would be happy to discuss these with you further.

- Customer Service
- Business Admin
- Legal Advice



# The courses

## Qualifications and Credit Framework (QCF) Generic Qualifications

<b>Level 2</b>	Certificate in Customer Service	Intermediate Apprenticeship
<b>Level 3</b>	Diploma in Customer Service	
<b>Level 2</b>	Certificate in Business & Admin	Intermediate Apprenticeship
<b>Level 2</b>	Diploma in Business & Admin	
<b>Level 3</b>	Certificate in Business & Admin	
<b>Level 3</b>	Diploma in Business & Admin	
<b>Level 2</b>	Certificate in Team Leading	Intermediate Apprenticeship
<b>Level 3</b>	Certificate in Management	
<b>Level 3</b>	Award in Education & Training	
<b>Level 4</b>	Certificate in Education & Training	
<b>Level 3</b>	Award in Assessing Competence in the Environment	

## Qualifications and Credit Framework (QCF) qualifications in Legal Advice

<b>Level 2</b>	Certificate in Supporting Access to Legal Advice	Intermediate Apprenticeship
<b>Level 2</b>	Certificate in Supporting Legal Advice Provision	
<b>Level 3</b>	Award in Providing Initial Legal Advice	Advanced Apprenticeship
<b>Level 3</b>	Certificate in Providing Initial Legal Information & Advice	

*Further details of each of these qualifications is provided later in this document*

We are able to tailor the delivery of these qualifications to your own organisational requirements. We can provide full training to support the learner in achieving the qualification or we can provide the qualification to compliment your own "in house" training and support.

### Level 2 - Certificate in Customer Service

The main objective of this qualification is to enable learners to develop their skills in the workplace in customer service roles, which will typically include:

- Communicating effectively with customers face to face, in writing, or by telephone
- Resolving problems and improving customer relations
- Promoting products and services
- Keeping records
- Gathering customer feedback
- Working in a team
- Developing complementary technical skills according to job role

This is a competence-based qualification and learners should therefore either be in the workplace or have access to opportunities to develop and demonstrate their skills in a realistic working environment. This may be in a voluntary role.

### Level 3 Diploma in Customer Service

The main objective of this qualification is to enable learners to develop their knowledge and skills in the workplace in customer service roles, which will include:

- Understanding the needs of customers and their employer
- Communicating effectively with customers face to face, in writing, or by telephone
- Resolving problems and improving customer relations
- Promoting products and services
- Working in a team
- Developing complementary technical skills according to job role

The qualification is mapped to the Customers Service National Occupational Standards and is included on the Intermediate Level Apprenticeship in Customer Service.

This is a competence-based qualification and learners should therefore either be in the workplace or have access to opportunities to develop and demonstrate their skills in a realistic working environment. This may be in a voluntary role.

### Level 2 Certificate in Business & Admin & Level 2 Diploma in Business & Admin

The main objective of these qualifications is to provide learners with the skills, knowledge and experience needed to undertake Business and Administration roles in a wide range of business settings in the public, private and not-for-profit sectors.

Learners will develop skills to work in roles such as administrators, office juniors, receptionists or junior secretaries. It will give learners the opportunity to develop skills in office and administration skills, customer-handling skills, technical and practical skills, oral communication skills and IT skills.

The diploma is a larger qualification and the learner will be required to demonstrate a wider range of skills.

These are competence-based qualification and learners should therefore either be in the workplace or have access to opportunities to develop and demonstrate their skills in a realistic working environment. This may be in a voluntary role.

## Level 3 Certificate in Business & Admin & Level 3 Diploma in Business & Admin

The main objective of these qualifications is to provide learners with the skills, knowledge and experience needed to undertake Business and Administration roles in a wide range of business settings in the public, private and not-for-profit sectors.

Learners will develop skills to work in roles such as:

- Administration Officer / Executive
- Administration Team Leader / Office Supervisor
- Personal Assistant
- Secretary

It will give learners the opportunity to develop skills in office and administration skills by covering task such as:

- dealing with internal and external correspondence
- organising meetings and events
- producing documents
- managing resources
- managing office equipment
- managing information
- managing administration systems
- managing office facilities
- managing diaries
- organising travel
- developing presentations
- taking minutes at meetings
- transcribing notes

There are no pre-entry requirements for enrolling to complete this qualification. However, it is likely that learners will have some prior experience in a business or administration role to allow them to complete the qualification, although this is not a formal requirement.

The diploma is a larger qualification and the learner will be required to demonstrate a wider range of skills

This is a competence-based qualification and learners should therefore either be in the workplace or have access to opportunities to develop and demonstrate their skills in a realistic working environment. This may be in a voluntary role.



## Level 2 Certificate in Team Leading

The main objective of this qualification is to support and develop the skills of those working as team leaders, section leaders, floor managers, help desk managers, trainee supervisors, team co-ordinators and those working in a range of other team leader positions.

It is suitable for people who are entering management, or who have the ability and the opportunity to demonstrate recognisable management and leadership skills, for example, providing leadership for your team, encouraging innovation, allocating and checking work.

Team leaders play an integral role in supporting organisational objectives through a wide range of functions, including: monitoring work, giving feedback, briefing teams, supporting team members, resolving problems, procuring supplies, project management and delivering and improving customer service.

This is a competence-based qualification and learners should therefore either be in the workplace or have access to opportunities to develop and demonstrate their skills in a realistic working environment. This may be in a voluntary role.

## Level 3 Certificate in Management

Managers play an integral role in supporting organisational objectives through a wide range of functions, such as: planning, allocating and monitoring the work of a team, supporting team members, managing conflict, resolving problems, project management, agreeing budgets and managing customer service.

The main objective of this qualification is to provide learners with the skills to move into a management role such as: section manager; first line manager; assistant manager; trainee manager; senior supervisor.

This is a competence-based qualification and learners should therefore either be in the workplace or have access to opportunities to develop and demonstrate their skills in a realistic working environment. This may be in a voluntary role.

## Level 3 Award in Education & Training

The qualification provides an introduction to teaching and the roles, responsibilities and relationships in education and training. It also includes input on how to plan, deliver and evaluate teaching sessions and give constructive feedback to learners.

## Level 4 Certificate in Education & Training

This qualification will develop learners' skills in practical teaching skills and prepare them for work in a wide range of educational contexts.

It requires observation and assessment of teaching practice. The qualification can meet the needs of a range of trainee teachers, including:

- individuals who are not currently teaching and training but who can meet the practice requirements, including the observed and assessed practice requirements, of the qualification.

- individuals who are currently teaching and training
- individuals currently working as assessors who wish to achieve a teaching qualification

In order to successfully achieve the qualification all learners will be required to complete a minimum teaching practice of 30 hours. Three teaching sessions will be observed and assessed by the Tutor in the workplace. In addition, all learners will need to undertake an initial assessment of their skills in English, mathematics and ICT and be able to study at Level 4.

### Level 3 Award in Assessing Competence in the Environment

This qualification is aimed at people who work in, or are planning to undertake, roles in assessment.

Those new to assessment and hoping to become assessors can take the first unit and gain an understanding of assessment principles and practices even before they are in a position to assess learners. When they are ready to practice, they can work through the additional unit and become qualified in the areas specified by the qualification title. Individuals who are in a position to carry out real assessments can undertake both units at the same time and use evidence in a holistic way.

There are no pre-entry requirements for enrolling to complete the following qualification. However, learners must be fully competent practitioners and where applicable, hold the relevant practitioner qualifications in the work area in which they are seeking to become assessors.

### Level 2 Certificate in Supporting Access to Legal Advice

This qualification is aimed at part-time staff and volunteers who support the provision of legal information and advice to clients.

This qualification is competence based and involves the assessment of skills, knowledge and understanding in the real working environment. It is suitable for learners of any age who have current work experience within legal advice.

Learners will need to demonstrate they can carry out a number of important functions including communicating effectively with legal advice clients, supporting clients to make use of services and helping them to access signposting and referral opportunities.

### Level 2 Certificate in Supporting Legal Advice Provision - Intermediate Apprenticeship

The Level 2 Certificate in Supporting Legal Advice Provision is aimed at members of the legal advice workforce who are likely to be the first point of contact for clients seeking legal advice provision.

This qualification is competence based and involves the assessment of skills, knowledge and understanding in the real working environment. It is suitable for candidates of any age who have current work experience within legal advice.

Learners will need to demonstrate they can carry out a number of important functions including communicating effectively with legal advice clients, supporting clients to make use of services and helping them to access signposting and referral opportunities.

The qualification is included on the Intermediate Level Apprenticeship in Legal Advice (England)

### Level 3 Award in Providing Initial Legal Advice

The Level 3 Award in Providing Initial Legal Advice is aimed at advisers who provide initial legal information and advice.

This qualification is competence based and involves the assessment of skills, knowledge and understanding in the real working environment. It is suitable for adult learners who have current work experience within legal services.

Learners will need to demonstrate they can carry out a number of important functions including providing legal advice to clients.

### Level 3 Certificate in Providing Initial Legal Information and Advice - Advanced Apprenticeship

The Level 3 Certificate in Providing Initial Legal Information and Advice is aimed at advisers who provide initial legal information and advice to clients. They manage client interviews and will also be required to research further detail electronically, either through the internet or through their organisation's intranet.

This qualification is competence based and involves the assessment of skills, knowledge and understanding in the real working environment. It is suitable for adult learners who have current work experience within legal services.

Learners will need to demonstrate they can carry out a number of important functions including supporting and providing advice to clients, and managing interviews with legal advice clients.

The qualification is included on the Advanced Level Apprenticeship in Legal Advice (England).

**To find out more visit [www.skillstogrow.com](http://www.skillstogrow.com)  
email Liz Moore at [learn@skillstogrow.com](mailto:learn@skillstogrow.com)  
or call 0300 500 8085 extension 9719**

**Skills to grow is collaboration and partnership between Community First and Citizens Advice, East Hampshire, Havant and Winchester.**

