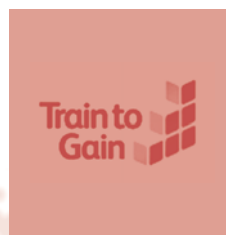


The evolving world of business creates many opportunities; however the need to ensure your staff are kept up-to-date with the latest qualifications is of particular importance.

Whatever your requirements South Tyneside College is able to offer a range of Business, Administration and Customer Service qualifications to suit all needs. Whether your staff are new to the industry or have worked in it for years, our range of nationally recognised qualifications help you get your business to where you want it to be.



Business and Administration Courses



NVQ Level 2 Business and Administration

The qualification is intended for individuals whose role involves carrying out a broad range of administrative activities, requiring a limited amount of supervision and working with some autonomy. The candidate will already be working as part of a team ensuring the provision of information and resources to others.

To achieve the full qualification, candidates must complete five units, including two mandatory units and three optional units.



NVQ Level 3 Business and Administration

The qualification is intended for individuals whose role involves carrying out administrative duties with considerable responsibility and autonomy. The candidate will already be contributing to the development and implementation of administrative services within the organisation, and have a substantial amount of administrative experience.

To achieve the full qualification, candidates must complete six units, including two mandatory units and four optional units.

Customer Service Courses



NVQ Level 2 Customer Service

The qualification is primarily aimed at candidates who undertake a customer service role and recognise that employment in the customer service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing.

The course would be particularly suitable for candidates:

- who have particular customer service and administrative job roles
- who are working in a customer service environment
- whose role is to provide service to customers

To achieve the full qualification, candidates must complete seven units, made up of two mandatory units and five optional units, at least one from each theme.



NVQ Level 3 Customer Service

The qualification is aimed at candidates who will be delivering and managing a service and will be accountable in the area of practice. Candidates will be working without direct supervision or on their own, such as in a commercial customer service environment.

The course would be particularly suitable for candidates who:

- Can influence what happens at work
- Uses the organisation's rules and systems flexibly to deliver good service
- Question the way things are done and suggest improvements
- Have good communication skills and a wide knowledge of what to do, who to see and where to go to get things done for the customer
- Are aware of the commercial or other pressures facing the organisation/business.

To achieve the full qualification, candidates must complete eight units, made up of two mandatory units and six optional units, at least one unit from each theme.

These qualifications are very flexible in their structure enabling the organisation and individual to choose the optional units which best suit their work situation and job role.

Like all NVQ's these qualifications are competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work.

Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role.

We are also able to offer stand alone courses, including half days and full days on:

- Telephone Techniques
- Organising and Chairing Effective Meetings
- Effective Meeting Skills
- Minute Taking
- Customer Care – attendance only
- Customer Care accredited to HAB – examination attached with certificate



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