Britain's National Vocational Qualifications (NVQs) are work qualifications that measure what an employee or potential employee can do as well as how much he or she knows and understands about a particular job. Used as written proof of usable workplace skills that can be put to profitable use by an employer, NVQs range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills, providing a way to develop skills and build a career ladder that benefits both employer and employee. This packet contains NVQ competency lists for the following occupational areas: (1) administration, levels 1-2 (work flow, handling mail, stocking, computer data, and production of business documents); (2) customer service, level 3 (maintaining reliable customer service, communicating with customers, solving problems, and initiating change to improve service to customers); and (3) management, levels 3-5 (supervisory management and management for first line managers and senior/middle managers). (KC)
Administration, Levels 1-2. 2nd Edition
Customer Service, Level 1
Management, Levels 3-5
National Vocational Qualifications

Business and Technology Education Council
London, England
NVQs

better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Administration

LEVELS 1-2
**NVQs** – better qualifications for work

NVQs are the work qualifications that employers have always been asking for, because NVQs measure what you can do, as well as how much you know and understand about the job you do.

**Practical, work-based qualifications**

An NVQ is the ideal qualification for people who intend to work, or already work, in a particular industry, service or business. On-the-job training is more relevant than book-learning, so the ability to run an organisation or repair a motor vehicle is what counts, rather than having GCSEs.

**For every industry and business**

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**For every kind of person**

There is training for NVQs, but there’s no laid-down course of study: someone – anyone of any age, provided they’re over 16 – who can prove the ability to do the job, with the required degree of skill, is entitled to be assessed for an NVQ.

An NVQ is recognition and certification of someone’s ability to perform specific tasks. It may involve study to reach the appropriate level. On the other hand, some candidates or employees may already possess the necessary skills – acquiring an NVQ certificate can be valuable recognition of those skills, especially in areas where previously no formal qualification existed.
NVQs
Administration
Levels 1–2
NVQ Level 1

**Contribute to the efficiency of the work flow**
- Organise own work
- Develop self to improve performance
- Maintain own work area to assist work flow

**Contribute to the health, safety and security of the workplace**
- Contribute to the prevention of hazards in the workplace
- Contribute to the limitation of damage to persons or property in the event of an accident or emergency
- Contribute to maintaining the security of the workplace and its contents

**Operate and take care of equipment**
- Follow instructions and operate equipment
- Keep equipment in a clean and working condition

**Develop effective working relationships**
- Create and maintain effective working relationships with other members of staff
- Greet and assist visitors

**Process information**
- Process incoming and outgoing telecommunications
- Supply information to meet specified requests
- Check and process routine, numerical information

**Store and retrieve information using an established storage system**
- Store information using an established storage system
- Obtain information from an established storage system

**Produce text following instructions**
- Produce text using a keyboard
- Produce copies using reprographic equipment
Handle mail
Receive, sort and distribute mail
Dispatch mail

**Monitor and issue stock items**
Monitor and request stock
Issue stock items on request
NVQ Level 2

All of these units

**Develop self to improve performance**
Identify and agree own development needs
Prepare and agree a plan of action to develop self
Implement and review a personal development plan

**Monitor and maintain a healthy, safe and secure workplace**
Monitor and maintain health and safety within the workplace
Monitor and maintain the security of the workplace

**Contribute to the effectiveness of the work flow**
Plan and organise own work schedule
Obtain and organise information in support of own work activities
Obtain and maintain physical resources to carry out own work

**Create and maintain effective working relationships**
Establish and maintain working relationships with other members of staff
Receive and assist visitors

**Store, retrieve and supply information**
Maintain an established storage system
Supply information for a specific purpose

**Maintain data in a computer system**
Input data and text into a computer system
Locate and retrieve data from a computer system
Print documents using a computer system

**Prepare documents**
Respond to correspondence
Prepare a variety of documents

**Receive and transmit information**
Receive and transmit information electronically
Receive and send mail
Plus any one of the following 7 units

**Maintain and issue stock items**
Order, monitor and maintain stock
Issue stock items on request

**Process documents relating to goods and services**
Order goods and services
Process claims for payment

**Organise travel and accommodation arrangements**
Arrange travel for persons
Book accommodation for a specified purpose

**Contribute to the arrangement of events**
Assist in arrangements for the provision of supporting facilities and materials at events
Assist in arrangements for the attendance of persons at events
Assist in arrangements for the provision of catering services at events

**Produce and present business documents from provided material**
Produce business documents from provided material using a keyboard
Present business documents in a variety of formats using a keyboard

**Produce and present business documents from recorded material**
Produce business documents from recorded instructions using a keyboard
Present business documents in a variety of formats using a keyboard

**Produce and present business documents from dictated material**
Produce business documents from dictated instructions using a keyboard
Present business documents in a variety of formats using a keyboard
BTEC - builds better qualifications for work

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BTEC authorises firms or colleges to carry out NVQ training and assessment. It also appoints external verifiers who check that trainees' work meets NVQ standards.

BTEC itself does not do NVQ training. But it constantly monitors the providers and assessors to ensure that NVQ trainees develop the necessary skills to the standards required by industry.

Your next step

Please see your training officer or personnel department, talk to the local careers advisory service, or contact colleges in your area. Your Training and Enterprise Council may also be able to help.

The occupational standards for these NVQs are available from Administration Lead Body, ICSA, 16 Park Crescent, London W1N 4AM; telephone 071-580 4741.

2nd Edition
October 1994
Issued by the Marketing Services Department
Order code Z-119-4
Further copies of this leaflet are available free from Publications Despatch, BTEC, Central House, Upper Woburn Place, London WC1H 0HH Telephone: 071-413 8400

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NVQs

- better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Customer Service
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Customer Service
NVQ Level 3

Maintain reliable customer service
Maintain records relating to customer service
Organise own work pattern to respond to the needs of customers
Make use of networks

Communicate with customers
Select information for communication to customer
Facilitate flow of information between organisation and customer
Adapt methods of communication to the customer

Develop positive working relationships with customers
Respond to the needs and feelings expressed by the customer
Present positive personal image to customer
Balance the needs of customer and organisation

Solve problems on behalf of customers
Identify and interpret problems affecting customers
Generate solutions on behalf of customers
Take action to deliver solutions

Initiate and evaluate change to improve service to customers
Obtain and use feedback from customer
Communicate patterns and trends in customer service within the organisation
Contribute to the evaluation of changes designed to improve service to customers
Initiate changes in response to customer requirements
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1st Edition
May 1994
Issued by the Marketing Services Department
Order code Z:148-4
Further copies of this leaflet are available free from Publications Despatch, BTEC, Central House, Upper Woburn Place, London WC1H 0HH
NVOs

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NATIONAL VOCATIONAL QUALIFICATIONS

Management

LEVELS

3-5
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NVQs
Management
Levels 3–5

| Supervisory Management NVQ Level 3 | 4 |
| Management NVQ Level 4            | 6 |
| Management NVQ Level 5            | 8 |
Supervisory Management
NVQ Level 3

Maintain services and operations to meet quality standards

Maintain services and operations
Maintain the necessary conditions for an effective and safe work environment

Contribute to the planning, monitoring and control of resources

Plan for the use of resources
Monitor and control the use of resources

Contribute to the provision of personnel

Contribute to the identification of personnel requirements
Contribute to the selection of personnel

Contribute to the training and development of teams, individuals and self to enhance performance

Contribute to planning the training and development of teams and individuals
Contribute to training and development activities for teams and individuals
Contribute to the assessment of teams and individuals against training and development objectives
Develop oneself within the job

Contribute to the planning, organisation and evaluation of work

Contribute to planning work activities and methods to achieve objectives
Organise work and assist in the evaluation of work
Provide feedback on work performance to teams and individuals
Create, maintain and enhance productive working relationships

Create and enhance productive working relationships with colleagues and those for whom one has supervisory responsibility

Enhance productive working relationships with one's immediate manager

Identify and minimise interpersonal conflict

Contribute to the implementation of disciplinary and grievance procedures

Provide information and advice for action towards meeting organisational objectives

Obtain, evaluate, record and store information

Provide information and advice
Management
NVQ Level 4
for First Line Managers

Manage Operations

Maintain and improve service and product operations
Maintain operations to meet quality standards
Create and maintain the necessary conditions for productive work

Contribute to the implementation of change in services, products and systems
Contribute to the evaluation of proposed changes to services, products and systems
Implement and evaluate changes to services, products and systems

Manage Finance

Recommend, monitor and control the use of resources
Make recommendations for expenditure
Monitor and control the use of resources

Manage People

Contribute to the recruitment and selection of personnel
Define future personnel requirements
Contribute to the assessment and selection of candidates against team and organisational requirements

Develop teams, individuals and self to enhance performance
Develop and improve teams through planning and activities
Identify, review and improve development activities for individuals
Develop oneself within the job role
Plan, allocate and evaluate work carried out by teams, individuals and self

- Set and agree on objectives and priorities
- Plan, monitor and review performance
- Allocate work and resources according to established objectives
- Provide feedback to teams and individuals on performance

Create, maintain and enhance effective working relationships

- Establish and maintain trust and support with immediate manager
- Establish and maintain relationships with colleagues
- Identify and minimise interpersonal conflict
- Implement disciplinary and grievance procedures
- Counsel staff

Manage Information

Seek, evaluate and organise information for action

- Obtain and evaluate information to aid decision making
- Record and store information

Exchange information to solve problems and make decisions

- Lead meetings and group discussions to solve problems and make decisions
- Contribute ideas and resolve problems using group decisions
- Advise and assist others
Management
NVQ Level 5
for Senior/Middle Managers

Manage Operations

**Initiate and implement change and improvement in services, products and systems**

Identify opportunities for improvement in services, products and systems

Evaluate proposed changes for benefits and disadvantages

Negotiate and agree the introduction of change

Implement and evaluate changes to services, products and systems

Introduce, develop and evaluate quality assurance systems

**Monitor, maintain and improve service and product delivery**

Establish and maintain the supply of resources into the organisation/department

Establish and agree customer requirements

Maintain and improve operations against quality and functional specifications

Create and maintain the necessary conditions for productive work activity

Manage Finance

**Monitor and control the use of resources**

Control costs and enhance value

Monitor and control activities against budgets

**Secure effective resource allocation for activities and projects**

Justify proposals for expenditure on projects

Negotiate and agree budgets
Manage People

Recruit and select personnel
Define future personnel requirements
Determine specifications to secure quality people
Assess and select candidates against team and organisational requirements

Develop teams, individuals and self to enhance performance
Develop and improve teams through planning and activities
Identify, review and improve development activities for individuals
Develop oneself within the job role
Evaluate and improve the development processes used

Plan, allocate and evaluate work carried out by teams, individuals and self
Set and update work objectives for teams and individuals
Plan activities and determine work methods to achieve objectives
Allocate work and evaluate teams, individuals and self against objectives
Provide feedback to teams and individuals on their performance

Create, maintain and enhance effective working relationships
Establish and maintain the trust and support of one's subordinates
Establish and maintain the trust and support of one's immediate manager
Establish and maintain relationships with colleagues
Identify and minimize interpersonal conflict
Implement disciplinary and grievance procedures
Counsel staff
Manage Information

**Seek, evaluate and organise information for action**

Obtain and evaluate information to aid decision making
Forecast trends and developments which affect objectives
Record and store information

**Exchange information to solve problems and make decisions**

Lead meetings and group discussions to solve problems and make decisions
Contribute to discussions to solve problems and make decisions
Advise and inform others
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1st Edition
March 1994
Issued by the Marketing Services Department
Order code Z-110-4
Price code O (free)