



~ FREE ~
FIRST LEVEL
VOCATIONAL
LEARNING
PROGRAMME
2011 - 2012

GVOC's Capacity Building Project is now offering a range of Vocational Learning Programmes to voluntary and community organisations, these include:

Advice & Guidance	<ul style="list-style-type: none"> • Level 3 Certificate in Advice & Guidance
Business Administration	<ul style="list-style-type: none"> • Level 2 Certificate in Business Administration • Level 3 Certificate in Business Administration
Management	<ul style="list-style-type: none"> • Level 2 Certificate in Team Leading • Level 3 Certificate in Management
Customer Service	<ul style="list-style-type: none"> • Level 2 Certificate in Customer Service • Level 3 Diploma in Customer Service

Programmes are delivered in the workplace with no taught sessions to attend. Learners are required to produce a portfolio of evidence from their work or volunteering role and **must** commit to regular meetings with their assessor.

If you are interested in any of the above programmes, or would like further information, please contact:

Darren Thompson or Tracey Ford
 GVOC
 John Haswell House
 8/9 Gladstone Terrace
 GATESHEAD
 NE8 4DY

Telephone: 0191 478 4103

Fax: 0870 705 8702

E-mail: capacitybuilding@gvoc.org.uk

Level 3 Certificate in Advice & Guidance

The programme is aimed at staff or volunteers working in an advice and guidance role.

A range of topics studied will include:

- Establish communication with clients for advice and guidance;
- Support clients to make use of the advice and guidance service;
- Review own contribution to the service;
- Understand importance of legislation and procedures.

How will I be assessed?

To achieve the qualification, learners will produce a portfolio of evidence gathered within the workplace.

Cost: FREE if you if not already hold a level 3 qualification.

Level 2 Certificate in Business Administration

The programme is aimed or staff or volunteers working in an administration role.

A range of topics studied will include:

- Manage own performance in a business environment;
- Improve own performance in a business environment;
- Work in a business environment;
- Communicate in a business environment.

How will I be assessed?

To achieve the qualification, learners will produce a portfolio of evidence gathered within the workplace.

Cost: FREE if you do not already hold a level 2 qualification.

Level 3 Certificate in Business Administration

The programme is aimed at staff or volunteers working in an administration role.

A range of topics studied will include:

- Manage own performance in a business environment;
- Evaluate and improve own performance in a business environment;
- Work in a business environment;
- Communicate in a business environment.

How will I be assessed?

To achieve the qualification, learners will produce a portfolio of evidence gathered within the workplace.

Cost: FREE if you do not already hold a level 3 qualification.

Level 2 Certificate in Team Leading

The programme is aimed at staff or volunteers working in a Team Leader role, with supervisory responsibilities.

A range of topics studied will include:

- Manage personal development;
- Develop working relationships with colleagues;
- Communicate information and knowledge.

How will I be assessed?

To achieve the qualification, learners will produce a portfolio of evidence gathered within the workplace.

Cost: FREE if you do not already hold a level 2 qualification.

Level 3 Certificate in Management

The programme is aimed at staff or volunteers working in a management role.

A range of topics studied will include:

- Manage own professional development within an organisation;
- Set objectives and provide support to team members;
- Plan, allocate and monitor work of a team.

How will I be assessed?

To achieve the qualification, learners will produce a portfolio of evidence gathered within the workplace.

Cost: FREE if you do not already hold a level 3 qualification.

Level 2 Certificate in Customer Service

The programme is aimed at staff or volunteers working in a management role.

A range of topics studied will include:

- Communicate using customer service language;
- Follow the rules to deliver customer service.

How will I be assessed?

To achieve the qualification, learners will produce a portfolio of evidence gathered within the workplace.

Cost: FREE if you do not already hold a level 2 qualification.

Level 3 Diploma in Customer Service

The programme is aimed at staff or volunteers working in a management role.

A range of topics studied will include:

- Demonstrate understanding of customer service;
- Demonstrate understanding of the rules that impact on improvements in customer service.

How will I be assessed?

To achieve the qualification, learners will produce a portfolio of evidence gathered within the workplace.

Cost: FREE if you do not already hold a level 3 qualification.

A company Limited by Guarantee registered in England and Wales.

Company Registration No. 7302622

Registered Charity No. 1137389