

**"THE HOTEL MANAGEMENT AND STAFF
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QUALITY INN, KENILWORTH

business & commerce

THE SECTION WILL COVER:

- NVQ Level 2 Business & Administration
- NVQ Level 3 Business & Administration
- NVQ Level 2 Information Technology (ITQ)
- NVQ Level 3 Information Technology Users
- NVQ Level 2 & 3 Driving Goods Vehicles
- NVQ Level 2 Traffic Office
- NVQ Level 2 Customer Service
- NVQ Level 3 Customer Service
- NVQ Level 2 In Distribution, Warehousing & Storage Operations
- NVQ Level 3 In Distribution, Warehousing & Storage Operations
- Introduction to Quality Control & Quality Assurance
- NVQ Level 2 Retail (Management)
- NVQ Level 3 Retail (Management)

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NVQ LEVEL 2 BUSINESS AND ADMINISTRATION

Who Should Participate:

Designed to reflect the work of administration staff across a wide range of industries and types of organisations. Aimed at participants who work as part of a team to ensure the provision of information and resources to others.

*Apprenticeships are available

Key Objectives:

Aimed at developing the business and information technology skills of administration staff.

Course content:

Two mandatory units:

- Carry out Your Responsibilities at Work
- Work within Your Business Environment

Three Optional units e.g.:

- Ensure Your Own Actions Reduce Risks to Health & Safety
- Manage Customer Relations
- Deal with Visitors
- Process Customers Financial Information
- Operate Credit Control Procedures
- Store, Retrieve and Archive Information
- Organise and Support Meetings
- Use IT to Exchange Information
- Word Processing Software
- Spreadsheet Software
- Database Software
- Specialist or Bespoke Software
- Use a Telephone System
- Operate Office Equipment
- Prepare Text from Notes
- Produce Documents
- Work Effectively with Other People

Course outcome:

Participants will have developed business, administration and information technology skills and will have achieved a nationally accredited qualification in NVQ Level 2 Business and Administration.

DURATION: 9 months to 1 year

COST: Cost depends on funding options

PROGRESSION ROUTE: NVQ Level 3 Business and Administration



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NVQ LEVEL 3 BUSINESS AND ADMINISTRATION

Who Should Participate:

Designed to reflect the work of staff across a wide range of industries and types of organisations. For those working with a high degree of autonomy and personal responsibility. Aimed at those involved in developing, implementing and maintaining services for customers and clients.

*Apprenticeships are available

Key Objectives:

Develop business, administration and information technology skills and gain a nationally recognised qualification appropriate to the job role of the participant.

Course content:

Mandatory units:

- Carry Out Your Responsibilities at Work
- Work Within Your Business Environment

One optional unit from group A

- Ensure Your Own Actions Reduce Risks to Health & Safety
- Manage Diary Systems
- Organise Business Travel and Accommodation
- Use IT to Exchange Information
- Database Software
- Presentation Software
- Specialist or Bespoke Software

Three optional units from group B

- Procure Products and Services
- Manage and Evaluate Customer Relations
- Manage the Payroll Function
- Monitor Information Systems
- Run Projects
- Research Analyse and Report Information
- Process Customers Financial Information
- Operate Credit Control Procedures
- Plan, Organise and Support Meetings
- Organise and Coordinate Events
- Word Processing Software

- Spreadsheet Software
- Design and Produce Documents
- Plan and Implement Innovation and Change
- Develop Productive Working Relationship with Colleagues and Stakeholders

Course outcome:

Candidates will have developed business, administration and information technology skills and will have achieved a nationally accredited qualification at a supervisory level in NVQ Level 3 Business and Administration.

DURATION: 1 year to 18 months

COST: Cost depends on funding options



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NVQ LEVEL 2 INFORMATION TECHNOLOGY (ITQ)

Who Should Participate:

Designed to develop the information technology expertise of staff in the workplace.

Key Objectives:

Aimed at developing information technology skills over a range of packages and units listed below.

Course content:

Mandatory unit:

- Make Selective Use of IT

Optional units:

- Operate a Computer
- IT Trouble-shooting for Users
- IT Maintenance for Users
- IT Security for Users
- Internets and Intranets
- E-mail
- Word Processing Software
- Spreadsheet Software
- Database Software
- Website Software
- Artwork and Imaging Software
- Presentation Software
- Specialist or Bespoke Software
- Evaluate the Impact of IT
- Use IT Systems
- Use IT to Exchange Information
- Sector Specific Unit

Course outcome:

Participants will have achieved a nationally accredited NVQ Level 2 qualification in Information Technology.

DURATION: 9 months to 1 year

COST: Cost depends on funding options

PROGRESSION ROUTE: NVQ Level 3 Information Technology
NVQ Level 3 Business and Administration

NVQ LEVEL 3 INFORMATION TECHNOLOGY USERS

Who Should Participate:

This qualification is intended to be appropriate and manageable for people who use IT for different purposes in a wide range of job roles.

Key Objectives:

Aimed at developing advanced information technology skills over a range of packages and units listed below.

Course content:

Mandatory unit:

- Make Selective Use of IT

Optional units:

- Operate a Computer
- IT Trouble-shooting for Users
- IT Maintenance for Users
- IT Security for Users
- Internet and Intranets
- E-mail
- Word Processing Software
- Spreadsheet Software
- Database Software
- Website Software
- Artwork and Imaging Software
- Presentation Software
- Specialist or Bespoke Software
- Evaluate the Impact of IT
- Use IT Systems
- Use IT to Exchange Information
- Sector Specific Unit

Course outcome:

Participants will have achieved a nationally accredited NVQ Level 3 qualification in Information Technology.

DURATION: 9 months to 1 year

COST: Cost depends on funding options

PROGRESSION ROUTE: Further Higher Education courses



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NVQ LEVEL 2 AND 3 DRIVING GOODS VEHICLES

Who Should Participate:

- Level 2 is for Goods Vehicle Drivers
- Level 3 is for drivers who can show broader driving competencies

*Apprenticeships are also available

Key Objectives:

To demonstrate more than is required by the relevant statutory driving test.

Course content:

Units include:

- Planning Routes
- The Delivery and Collection of Goods and Materials
- Maintaining the Safety and Security of a Load
- Level 3 also includes Driving in Restricted Spaces

Course outcome:

Developing the knowledge and skills required for the relevant Large Goods Vehicle Driving Test and Licence.

DURATION: 9 months to 1 year

COST: Cost depends on funding options

PROGRESSION ROUTE: As course outcome

NVQ LEVEL 2 TRAFFIC OFFICE

Who Should Participate:

Employees who work in roles such as traffic clerk.

Key Objectives:

To demonstrate competence in the job role.

Course content:

Units include:

- Effective Working Relationships
- Customer Services
- Planning and Organising Work
- Routing and Scheduling of Loads

Course outcome:

Participants will have achieved an accredited NVQ at Level 2 in Traffic Office.

DURATION: 9 months to 1 year

COST: Cost depends on funding options

PROGRESSION ROUTE: NVQ Level 3 Traffic Office



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NVQ LEVEL 2 CUSTOMER SERVICE

Who Should Participate:

Anyone working in hospitality, business, retail outlets, transport, distribution.

*Apprenticeships are available

Key Objectives:

Level 2 is designed for those who are responsible for delivering customer service and interact directly with the customer internally and externally to the organisation.

Course content:

Mandatory units:

- Prepare Yourself to Deliver Good Customer Service
- Provide Customer Service within the Rules

Optional units:

- Recognise and Deal with Customer Queries, Requests and Problems
- Give Customers a Positive Impression of Yourself and Your Organisation
- Promote Additional Products and Services to Customers
- Process Customer Service Information
- Make Customer Service Personal
- Deal with Customers in Writing or Using ICT
- Deal with Customers Face to Face
- Deal with Customers by Telephone
- Deliver Reliable Customer Service
- Deliver Customer Service on Your Customers' Premises
- Recognise Diversity When Delivering Customer Service
- Resolve Customer Service Problems
- Develop Customer Relations
- Support Customer Service Improvements
- Develop Personal Performance Through Delivering Customer Service

Course outcome:

To improve skill, knowledge and understanding of the job role and achieve a nationally accredited qualification in NVQ Level 2 Customer Service.

DURATION: 9 months to 1 year

COST: Cost depends on funding options

PROGRESSION ROUTE: Team Leading Level 2
Customer Service Level 3



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NVQ LEVEL 3 CUSTOMER SERVICE

Who Should Participate:

Anyone responsible for the delivery and management of customer service. Those who have to monitor and develop the quality of customer service and who may be in charge of their own department or team.

*Apprenticeships are available

Key Objectives:

Aimed at developing customer service supervisory skills.

Course content:

Mandatory units:

- Understand Customer Service to Improve Service Delivery
- Know the Rules to Follow When Developing Customer Service

Optional units:

- Make Customer Service Personal
- Go the Extra Mile in Customer Service
- Deal with Customer in Writing or Using ICT
- Use Customer Service as a Competitive Tool
- Organise the Promotion of Services or Products to Customers
- Deliver Customer Services on Your Customers' Premises
- Recognise Diversity When Delivering Customer Service
- Improve the Customer Relationship
- Monitor and Solve Customer Service Problems
- Apply Risk Management to Customer Service
- Process Customer Service Complaints
- Work with Others to Improve Customer Service
- Promote Continuous Improvement in Customer Service

- Develop Your Own and Others' Customer Service Skills
- Lead a Team to Improve Customer Service
- Gather, Analyse and Interpret Customer Feedback

Course outcome:

Participants will have achieved a nationally accredited NVQ Level 3 qualification in Customer Service.

DURATION: 9 months to 1 year

COST: Cost depends on funding options

PROGRESSION ROUTE: NVQ Supervisory Management



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NVQ LEVEL 2 IN DISTRIBUTION, WAREHOUSING & STORAGE OPERATIONS

Who Should Participate:

Suitable for warehouse staff who undertake a range of duties.

Key Objectives:

Participants will be able to demonstrate an understanding of distribution, storage and stock movement within a warehouse.

Participants must show a sufficient level of competence to complete three mandatory units and five optional units.

Course content:

Mandatory units:

- Contribute to Maintaining a Safe and Healthy Workplace
- Contribute to Keeping the Workplace Secure
- Work Effectively in Own Organisation

Optional units e.g.:

- Receive Goods and Materials into Storage
- Put Goods and Materials into Storage
- Dispatch Goods and Materials
- Assemble Bulk Orders for Distribution
- Pick Stock and Make Up Orders
- Operate Specialised Plant and Machinery to Performance Requirements
- Lift, Transfer and Position Loads

Course outcome:

Participants will have achieved an accredited NVQ Level 2 qualification in Distribution, Warehousing and Storage Operations.

DURATION: 9 months to 1 year

COST: Cost depends on funding options

PROGRESSION ROUTE: NVQ Level 3 in Distribution, Warehousing and Storage Operations

NVQ LEVEL 3 IN DISTRIBUTION, WAREHOUSING & STORAGE OPERATIONS

Who Should Participate:

Suitable for warehouse staff who undertake a range of complex or, non-routine work.

Key Objectives:

Participants will be supervising/coordinating a team within the workplace to include performance & reviews, Health & Safety and internal and external relationships.

Participants must show a sufficient level of competence to complete two mandatory units and six optional units.

Course content:

Mandatory units:

- Contributing to Security, Health and Safety
- Developing Productive Internal and External Working Relationships

Optional units e.g.:

- Organizing the Receipt and Storage of Goods
- Auditing Stock Levels/Inventories
- Maintaining Systems & Facilities for Distributing Stock
- Organising, Delivering and Maintaining Reliable Customer Service
- Contributing to the Development of Teams and Individuals
- Contributing to the Selection of Personnel for Activities
- Monitoring & Evaluating Quality of Service Provided by External Suppliers

Course outcome:

Participants will have achieved an accredited NVQ Level 3 qualification in Distribution, Warehousing & Storage Operations.

DURATION: 9 months to 1 year

COST: Cost depends on funding options

PROGRESSION ROUTE: NVQ Level 4 Management



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NVQ LEVEL 2 RETAIL (MANAGEMENT)

Who Should Participate:

Suitable for those who would like to enter employment at a supervisory level.

Key Objectives:

To be effective within the organisation at a supervisory level.

Course content:

To achieve the whole qualification, candidates must complete one mandatory unit 'Work Effectively In Your Retail Organisation' and five optional units e.g.

- Recruit Select and Keep Colleagues
- Organise the Receipt and Storage of Goods in a Retail Environment
- Evaluate the Receipt of Payments From Customers
- Allocate and Check Work in Your Team
- Provide Learning Opportunities for Colleagues

Course outcome:

Participants will have achieved an accredited NVQ Level 2 qualification in Retail (Management).

DURATION: 9 months to 1 year

COST: Cost depends on funding options

PROGRESSION ROUTE: Further Higher Education courses

NVQ LEVEL 3 RETAIL (MANAGEMENT)

Who Should Participate:

Suitable for those who would like to enter employment at a supervisory level.

Key Objectives:

To be effective within the organisation at a supervisory level.

Course content:

To achieve the whole qualification, candidates must complete one mandatory unit 'Work Effectively in Your Retail Organisation' and five optional units e.g.:

- Recruit Select and Keep Colleagues
- Organise the Receipt and Storage of Goods in a Retail Environment
- Evaluate the Receipt of Payments From Customers
- Allocate and Check Work in Your Team
- Provide Learning Opportunities For Colleagues

Course outcome:

Participants will have achieved an accredited NVQ 3 qualification in Retail (Management).

DURATION: 9 months to 1 year

COST: Cost depends on funding options

PROGRESSION ROUTE: Further Higher Education courses