NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 2

Sale of Residential Property

What is an NVQ?

A National Vocational Qualification (NVQ) is a qualification that assesses competence in the form of skills, knowledge and understanding set within a work situation.

NVQs are based on national occupational standards which describe the tasks and responsibilities expected of someone working in a particular job role.

Who is it for?

The Sale of Residential Property NVQ Level 2 is aimed at staff of estate agents or new homes developers involved in activities such as:

- dealing with enquiries from customers
- providing marketing information to customers
- organising viewings of properties.

What is the format?

The qualification is competence-based, so is connected to the candidate's ability to competently perform a range of tasks connected to their work.

Assessment and training takes place in the workplace.

It is flexible and enables the employer and candidate to choose the optional units which best suit their work situation and job role.

What areas does it cover?

Mandatory units (candidates complete all 5 units)

- Contribute to the safety and security of people and property
- Develop customer relationships
- Progress enquiries from customers
- Distribute marketing materials to customers
- Organise property viewings

Optional units (candidates complete any 2 units)

- Organise market appraisals of customers' properties
- Advise prospective buyers on properties
- Conduct accompanied property viewings
- Qualify prospective buyers
- Hand over new properties to customers

How is the NVQ assessed?

The NVQ is obtained through a mix of assessment and training that takes account of gaps in a learner's experience. Candidates register at a local centre and are assigned an assessor.

The assessor provides opportunities for learning and ongoing mentoring. This includes review and feedback on the development of competence.

In addition they judge whether candidates have demonstrated the skills, knowledge and understanding to the required standard.

How long will it take?

The NVQ does not have to be completed within a set time period and candidates can organise their study to fit their schedule.

Depending on their exact role, personal motivation and the level of support from their employer, an experienced candidate could complete the NVQ in six months.

The less experienced candidate may take 12-18 months.

What are the benefits?

- Improved service quality
- Increased staff motivation
- Development of new skills
- Recognition of existing skills
- New ideas for future development

How much does it cost?

The cost of taking an NVQ can vary and is usually dependent on the existing qualifications of the candidate.

Funding could be available to support employers through Train to Gain, and Asset Skills will be able to assist with this.

Next steps

For more information, email info@assetskills.org or call 0845 678 2 888 (local rate call).

Alternatively visit the Asset Skills website at www.assetskills.org

Train to Gain

asset skills

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 2

Cleaning and Support Services

What is an NVQ?

A National Vocational Qualification (NVQ) is a qualification that assesses competence in the form of skills, knowledge and understanding set within a work situation.

NVQs are based on national occupational standards which describe the tasks and responsibilities expected of someone working in a particular job role.

Who is it for?

The Cleaning and Support Services NVQ Level 2 is aimed at new entrants into cleaning, as well as experienced staff who want an industry specific qualification which recognises and develops their knowledge and skills in the workplace.

It is particularly suitable for people in the following job roles:

- Caretaker/maintenance person
- Carpet/upholstery cleaner
- Cleaner – domestic or commercial
- Highways maintenance/road worker
- Kitchen supervisor/manager
- Refuse collector
- Street cleaner
- Window cleaner
- Industrial cleaner

What is the format?

The NVQ is obtained through a mix of training and assessment in the workplace. Candidates have personal tutors to support them through the programme.

It is flexible and enables the employer and candidate to choose the optional units which best suit their work situation and job role.

What areas does it cover?

Mandatory units (candidates must complete 3 units made up of HSS 1 and unit 2 plus **either** unit 3 or unit 4)

- (HSS 1) Make sure your own actions reduce risks to health and safety
- (2) Communicate effectively with customers and others
- (3) Work as a team and develop yourself
- (4) Work individually and develop yourself

Technical units (candidates complete any 3)

Candidates must complete three technical units – full list on the back of this information sheet.

How is the NVQ assessed?

The qualification is linked to the candidate's ability to competently perform a range of tasks connected with their work. Assessment is primarily delivered in the workplace.

An assessor will judge whether the candidate has demonstrated the skills, knowledge and understanding to the required standard.

How long will it take?

The course typically takes 9-12 months.

What are the benefits?

- Improved effectiveness in the workplace
- Better use of resources
- Higher level of service delivery and customer service
- More efficient, clean and safe working environment

How much does it cost?

The cost varies and is usually dependent on the existing qualifications of the candidate.

Funding could be available to support employers through Train to Gain, and Asset Skills can assist with this.

Next steps

For more information, email info@assetskills.org or call 0845 678 2 888 (local rate call).

Alternatively visit the Asset Skills website at www.assetskills.org

Train to Gain

asset skills

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 2

Cleaning and Support Services

Technical units (candidates complete any 3)

- (5) Clean and maintain internal surfaces and areas
- (6) Clean and maintain external surfaces and areas
- (7) Deal with routine waste
- (8) Clean washrooms and replenish supplies
- (9) Clean high risk areas
- (10) Clean confined spaces
- (11) Clean food areas
- (12) Deep clean equipment and surfaces
- (13) Clean, maintain and protect hard floors
- (14) Clean and maintain soft floors and furnishings
- (15) Clean glazed surfaces and facades
- (16) Deal with non-routine waste
- (17) Carry out maintenance and minor repairs
- (18) Perform street cleansing manually
- (19) Perform street cleansing by machine
- (20) Work safely at heights
- (21) Use a water-fed pole system to clean windows and facades

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 2

Controlling Parking Areas

What is an NVQ?

A National Vocational Qualification (NVQ) is a qualification that assesses competence in the form of skills, knowledge and understanding set within a work situation.

NVQs are based on national occupational standards which describe the tasks and responsibilities expected of someone working in a particular job role.

Who is it for?

The Controlling Parking Areas NVQ Level 2 is aimed at both on-street and off-street operational staff.

It supports their development and helps them attain transferable skills relevant to parking control.

It offers five pathways and is relevant to all elements of parking control.

What is the format?

Assessment and training takes place in the workplace.

It is flexible and enables the employer and candidate to choose the optional units which best suit their work situation and job role.

What areas does it cover?

A full list of mandatory and optional units is on the reverse of this page.

How is the NVQ assessed?

Assessment is by production of a personal portfolio of evidence demonstrating understanding and application of the NVQ performance criteria.

How long will it take?

The qualification can be gained over different durations but typically takes 3-6 months.

What are the benefits?

- Improved effectiveness in the workplace
- Increased staff motivation
- Development of new skills
- Recognition of existing skills
- New ideas for future development

How much does it cost?

Costs vary. Funding to support employers may be available through Train to Gain and Asset Skills.

Next steps

For more information, email info@assetskills.org or call 0845 678 2 888 (local rate call).

Alternatively visit the Asset Skills website at www.assetskills.org

Train to Gain

asset skills

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 2

Controlling Parking Areas

Mandatory units (candidates complete four units)

- Ensure your own actions reduce risks to health and safety
- Carry out start and end of working shift procedures
- Deal with information relating to parking control
- Give customers a positive impression of yourself and your organisation

Optional units (candidates complete any 3 units)

If all 3 optional units are selected from one of the pathway groups shown below and in the table, the title on certification will be as follows:

Additional optional units not listed

- Promote equality and value diversity
- Liaise with other services
- Make sure your own actions in the workplace aim to protect the environment

Table 1

Pathway Group	Certification title
A	Controlling Parking Areas – (Display Parking Control)
B	Controlling Parking Areas – (Barrier and Pay Station Control)
C	Controlling Parking Areas – (Vehicle Immobilisation)
D	Controlling Parking Areas – (Vehicle Removal)
E	Controlling Parking Areas – (CCTV Enforcement)

Table 2

Pathway Group A	B	C	D	E	Optional Units
			•		Load and unload vehicles on to and from vehicle transporters
			•		Carry out vehicle removal operations
			•		Complete documents for the removal of vehicles
•					Use hand-held IT equipment on patrols
	•	•	•		Collect and process payments
					Carry out lift rescue operations
•	•				Monitor areas using CCTV systems
•				•	Maintain CCTV recording media libraries and preserve potential evidence
•				•	Maintain the operational performance of CCTV systems
	•				Operate computer controlled barrier parking systems
•	•	•	•		Recognise and respond to confrontational situations
•		•	•	•	Identify and deal with parking contraventions
•	•				Monitor parking areas
	•				Operate manual pay stations
		•			Complete documents for immobilising and de-immobilising vehicles
		•			Apply and remove vehicle immobilisation devices
				•	Carry out parking and traffic enforcement using CCTV

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 2

Customer Service

What is an NVQ?

A National Vocational Qualification (NVQ) is a qualification that assesses competence in the form of skills, knowledge and understanding set within a work situation.

NVQs are based on national occupational standards which describe the tasks and responsibilities expected of someone working in a particular job role.

Who is it for?

This NVQ is designed for people who are responsible for delivering service to customers and who interact directly with their customers – e.g., sales or retail staff, those working on service desks or in any customer facing role.

What is the format?

Assessment and training takes place in the workplace. It is flexible and enables the employer and candidate to choose the optional units which best suit their work situation and job role.

What areas does it cover?

Mandatory units (complete both units)

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

Optional units (complete 5 units with at least 1 from each theme)

Theme: Impression and Image

- Give customers a positive impression of yourself and your organisation
- Promote additional services or products to customers
- Process customer service information
- Live up to the customer service promise
- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or ICT
- Deal with customers face to face
- Deal with customers by telephone

Theme: Delivery

- Deliver reliable customer service
- Deliver customer service on your customer's premises
- Recognise diversity when delivering customer service

Theme: Handling Problems

- Recognise and deal with customer queries, requests and problems
- Resolve customer service problems

Theme: Development and Improvement

- Develop customer relationships
- Support customer service improvements
- Develop personal performance through delivering customer service

How is the NVQ assessed?

The qualification is linked to the candidate's ability to competently perform tasks connected with their work. Assessment is through a portfolio of evidence showing understanding and application of performance criteria.

How long will it take?

The qualification is typically gained in 9-18 months.

What are the benefits?

This qualification enables candidates to handle a variety of customer service situations and helps to ensure that they make the right impression with customers.

The Customer Service NVQ Level 2 enables candidates to achieve the following:

- understand how to offer superior customer service
- describe products and services effectively
- give customers a positive impression
- create and maintain strong, lasting relationships with customers
- anticipate, solve and prevent customer service problems.

How much does it cost?

Costs vary. Funding to support employers may be available through Train to Gain, and Asset Skills can help with this.

Next steps

For more information, email info@assetskills.org or call 0845 678 2 888 (local rate call).

Alternatively visit the Asset Skills website at www.assetskills.org

Train to Gain

asset skills

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 2

Housing

What is an NVQ?

A National Vocational Qualification (NVQ) is a qualification that assesses competence in the form of skills, knowledge and understanding set within a work situation.

NVQs are based on national occupational standards which describe the tasks and responsibilities expected of someone working in a particular job role.

Who is it for?

It is aimed at people working in housing who would like to develop their skills, gain a qualification and demonstrate competence. Candidates are likely to be working in the following areas:

- Customer service
- Lettings and allocations
- Housing management
- Homelessness prevention and advice
- Supported housing
- Repairs and maintenance
- Tenant participation and management

What is the format?

The qualification is linked to the candidate's ability to competently perform a range of tasks connected with their work.

Assessment and training takes place in the workplace. It is flexible and enables the employer and candidate to choose the optional units which best suit their work situation and job role.

What areas does it cover?

For the full list of mandatory and optional units covered by the Housing NVQ Level 2 please see the back of this sheet.

How is the NVQ assessed?

The NVQ is obtained through a mix of assessment and training.

An assessor will judge whether candidates have demonstrated the skills, knowledge and understanding to the required standard.

How long will it take?

The course can be taken on a full or part-time basis and completion is typically achieved within 9-15 months.

What are the benefits?

- Improved effectiveness in the workplace
- Increased staff motivation
- Development of new skills
- Recognition of existing skills
- New ideas for future development

How much does it cost?

The cost of taking an NVQ can vary and is usually dependent on the existing qualifications of the candidate.

Funding could be available to support employers through Train to Gain, and Asset Skills will be able to assist with this.

Next steps

For more information, email info@assetskills.org or call 0845 678 2 888 (local rate call).

Alternatively visit the Asset Skills website at www.assetskills.org

Train to Gain

asset skills

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 2

Housing

Mandatory units (candidates complete all 4 units)

- Maintain open and honest relationships with customers
- Provide information to customers
- Maintain effective working relationships with colleagues and others
- Monitor and maintain health, safety and security

Optional units (candidates complete any 3 units)

- Process documents relating to housing services
- Match the needs of customers with available accommodation
- Allocate accommodation to customers
- Set up agreements with customers
- Respond to customer enquiries and concerns
- Help to develop residents' involvement in the local community
- Support the rights of customers in the community
- Check and record the condition of property
- Organise the maintenance of property
- Help to develop customers to contribute to decision making
- Hold meetings with customers and others
- Promote effective communication and relationships
- Foster people's equality, diversity and rights
- Contribute to ongoing support of clients and others significant to them
- Enable individuals to maintain contacts in potentially isolating situations
- Enable individuals to manage their domestic and personal resources
- Contribute to the protection of individuals from abuse
- Support individuals when they are distressed
- Support customers who are substance abusers

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 2

Local Environmental Services

What is an NVQ?

A National Vocational Qualification (NVQ) is a qualification that assesses competence in the form of skills, knowledge and understanding set within a work situation.

NVQs are based on national occupational standards which describe the tasks and responsibilities expected of someone working in a particular job role.

Who is it for?

This qualification is most suitable for candidates in roles such as park keeper, caretaker, gardener, estate manager and cleaner.

What is the format?

Assessment and training takes place in the workplace. It is flexible and enables the employer and candidate to choose the optional units which best suit their work situation and job role.

What areas does it cover?

For the full list of mandatory and optional units covered by the Local Environmental Services NVQ Level 2 please see the back of this sheet.

How is the NVQ assessed?

Assessment is evidence based. Evidence includes methods such as observation, peer reports, witness testimony and questioning.

How long will it take?

The qualification can typically be gained in 3-6 months.

What are the benefits?

- Improved effectiveness in the workplace
- Increased staff motivation
- Development of new skills
- New ideas for future development

How much does it cost?

Costs vary. Funding to support employers may be available through Train to Gain, and Asset Skills can help with this.

Next steps

For more information, email info@assetskills.org or call 0845 678 2 888 (local rate call).

Alternatively visit the Asset Skills website at www.assetskills.org

Train to Gain

asset skills

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 2

Local Environmental Services

Mandatory units (candidates must complete both units in 1A and one unit from 1B)

1A - Mandatory core units

- Make sure your own actions reduce risks to health and safety
- Communicate effectively with customers and others

1B - Mandatory core units

- Work as a team and develop yourself
- Work individually and develop yourself

Optional units (candidates must complete 3 units – at least 1 from block A and 1 from block B)

Option Block A

- Clean and maintain internal surfaces and areas
- Clean and maintain external surfaces and areas
- Deal with routine waste
- Clean washrooms and replenish supplies
- Clean high risk areas
- Clean confined spaces
- Deal with non-routine waste
- Carry out maintenance and minor repairs
- Perform street cleansing manually
- Perform street cleansing by machine
- Work safely at heights

Option Block B

- Develop positive relationships with customers
- Control pests
- Prepare and operate a tractor with attachments
- Construct and maintain boundaries and paths
- Maintain and repair structures and surfaces
- Construct new structures and surfaces
- Transplant large root-balled trees
- Maintain plants outdoors
- Prepare and apply pesticides
- Design landscape areas and specify materials and components
- Prepare sites for landscaping
- Establish plants outdoors
- Maintain general amenity turf
- Establish and develop decorative amenity areas
- Maintain the health of sports turf
- Present, maintain and repair sports turf surfaces for play
- Maintain the condition of plants and other resources during transportation
- Install and maintain drainage systems
- Maintain and develop decorative horticultural displays
- Create grassed and planted areas
- Manage sports turf areas
- Manage planted areas for their amenity value
- Prepare sites for landscape construction and installation
- Construct hard landscape components
- Restore landscape areas and components
- Use and maintain equipment and machine

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 3

Customer Service

What is an NVQ?

A National Vocational Qualification (NVQ) is a qualification that assesses competence in the form of skills, knowledge and understanding set within a work situation.

NVQs are based on national occupational standards which describe the tasks and responsibilities expected of someone working in a particular job role.

Who is it for?

Candidates are likely to be working in a customer-focused supervisory/team leader role in which they have the opportunity to bring about permanent improvements in service delivery.

What is the format?

Assessment and training takes place in the workplace. It is flexible and enables the employer and candidate to choose the optional units which best suit their work situation and job role.

What areas does it cover?

Mandatory units (complete both units)

- Understand customer service to improve delivery
- Know the rules to follow when developing customer service

Optional units (complete 6 units with at least 1 from each theme)

Theme: Impression and Image

- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or ICT
- Use customer service as a competitive tool
- Organise the promotion of services or products to customers

Theme: Handling Promotions

- Monitor and solve customer service problems
- Apply risk assessment to customer service
- Process customer service complaints

Theme: Development and Improvement

- 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

How is the NVQ assessed?

The NVQ is obtained through a mix of assessment and training that takes account of gaps in a candidate's experience. Candidates register at a local centre and are assigned an assessor.

The assessor provides opportunities for learning and ongoing mentoring. This includes review and feedback on the development of competence.

In addition they judge whether candidates have demonstrated the skills, knowledge and understanding to the required standard.

How long will it take?

The NVQ does not have to be completed within a set time period and learners can organise their study to fit their schedule.

Depending on their exact role, personal motivation and the level of support from their employer, an experienced candidate could complete the NVQ in six months.

The less experienced candidate may take 12-18 months.

What are the benefits?

- Improved service quality
- Increased staff motivation
- Development of new skills
- Recognition of existing skills
- New ideas for future development

How much does it cost?

The cost of taking an NVQ can vary and is usually dependent on the existing qualifications of the candidate.

Funding could be available to support employers through Train to Gain, and Asset Skills will be able to assist with this.

Next steps

For more information, email info@assetskills.org or call 0845 678 2 888 (local rate call).

Alternatively visit the Asset Skills website at www.assetskills.org

Train to Gain

asset skills

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 3

Facilities Management

What is an NVQ?

A National Vocational Qualification (NVQ) is a qualification that assesses competence in the form of skills, knowledge and understanding set within a work situation.

NVQs are based on national occupational standards which describe the tasks and responsibilities expected of someone working in a particular job role.

Who is it for?

The Facilities Management NVQ Level 3 is aimed at people already working within a facilities management/supervisory job role.

What is the format?

The qualification is competence based so is linked to the candidate's ability to competently perform a range of tasks connected with their work. Assessment and training takes place in the workplace.

What areas does it cover?

For the full list of mandatory and optional units covered by the Facilities Management NVQ Level 3 please see the back of this sheet.

How is the NVQ assessed?

Assessment is by production of a personal portfolio of evidence demonstrating understanding and application of the NVQ performance criteria.

How long will it take?

The Facilities Management NVQ Level 3 typically takes 6-9 months to complete, but candidates are allowed up to two years.

What are the benefits?

The NVQ will develop candidates' skills in areas such as:

- managing quality, budgets, projects, incidents and energy
- allocating space and implementing change
- leading a team and ensuring productive working relationships
- procurement, contracts and agreements
- maintenance and environmental good practice.

How much does it cost?

Costs vary. Funding to support employers may be available through Train to Gain and Asset Skills can help with this.

Next steps

For more information, email info@assetskills.org or call 0845 678 2 888 (local rate call).

Alternatively visit the Asset Skills website at www.assetskills.org

Train to Gain

asset skills

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 3

Facilities Management

Mandatory units (complete all 3 units)

- Establish and monitor the facilities required by clients
- Develop productive working relationships with colleagues and stakeholders
- Ensure health and safety requirements are met in your area of responsibility

Group A - Optional units (complete any 3)

- Monitor and solve customer service problems
- Maintain the quality of service delivery
- Contribute to the management of incidents and emergencies
- Reassessing operational performance
- Supplying information for management control
- Allocate and monitor the progress and quality of work in your area of responsibility
- Support equality, diversity and individual rights in the workplace
- Contribute to maintaining sustainable development and environmental good practice at work
- Manage facilities management projects
- Monitor and report on progress and the use of resources
- Provide leadership for your team
- Contributing to the management of performance and the enhancement of value

Group B - Optional units (complete any 2)

- Contribute to the procurement of supplies
- Remote support for products or services
- Prioritise and implement the maintenance of property, systems and services
- Implement change
- Disaster recovery and contingency planning
- Determine the effectiveness of security measures
- Manage a budget
- Allocate and manage the efficient use of space
- Manage and monitor the efficient use of energy
- Recruit, select and keep colleagues
- Specify, commission and manage external contracts and agreements

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 3

Leadership and Management

What is an NVQ?

A National Vocational Qualification (NVQ) is a qualification that assesses competence in the form of skills, knowledge and understanding set within a work situation.

NVQs are based on national occupational standards which describe the tasks and responsibilities expected of someone working in a particular job role.

Who is it for?

The Leadership and Management NVQ Level 3 has been specially designed for first line managers with responsibility for:

- managing budgets
- delegating work to team members/colleagues/contractors
- achieving specific results
- some decision making.

The qualification aims to give participants an opportunity to develop their management performance, become more effective and progress their career.

What is the format?

The Leadership and Management NVQ Level 3 is delivered through a mix of training and assessment in the workplace. Candidates are allocated a personal assessor who will identify gaps in knowledge and advise which units are appropriate.

Assessors provide candidates with all the necessary reading and assessment materials and offer tutorial support. Personal assessment is conducted through observation in the workplace, witness testimonies and professional discussion.

What areas does it cover?

Mandatory units (complete all 4 units)

- Manage your own resources and professional development
- Provide leadership in your area of responsibility
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure health and safety requirements are met in your area of responsibility
- Promote equality of opportunity and diversity in your area of responsibility

Optional units (complete any 3 units)

- Encourage innovation in your area of responsibility
- Plan change
- Develop productive working relationships with colleagues
- Recruit, select and keep colleagues
- Provide learning opportunities for colleagues
- Manage a budget
- Manage a project
- Monitor and solve customer service problems
- Work with others to improve customer service

How is the NVQ assessed?

Assessment is by production of a personal portfolio of evidence demonstrating understanding and application of the NVQ performance criteria.

How long will it take?

There is no fixed period. Most candidates take 6-18 months from registration to completion.

What are the benefits?

Candidates will benefit from:

- a clearer understanding of their responsibilities within the organisation
- the opportunity to develop skills and good practice
- the recognition of existing skills.

Employers will benefit from:

- higher levels of performance and motivation
- improvements in the quality of service to customers
- the opportunity to improve customer retention levels.

How much does it cost?

Costs vary. Funding to support employers may be available through Train to Gain, and Asset Skills can help with this.

Next steps

For more information, email info@assetskills.org or call 0845 678 2 888 (local rate call).

Alternatively visit the Asset Skills website at www.assetskills.org

Train to Gain

asset skills

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 3

Sale of Residential Property

What is an NVQ?

A National Vocational Qualification (NVQ) is a qualification that assesses competence in the form of skills, knowledge and understanding set within a work situation.

NVQs are based on national occupational standards which describe the tasks and responsibilities expected of someone working in a particular job role.

Who is it for?

The Sale of Residential Property NVQ Level 3 is aimed at staff working with a high level of autonomy and responsibility as sales negotiators for estate agents or new homes developers.

Candidates will be involved in activities such as:

- implementing marketing activities
- providing advice to prospective buyers
- negotiating property sales.

What is the format?

The qualification is linked to the candidate's ability to competently perform a range of tasks connected with their work.

Assessment and training takes place in the workplace.

It is flexible in its structure and enables the employer and candidate to choose the optional units which best suit their work situation and job role.

What areas does it cover?

For a full list of mandatory and optional units, see the reverse of this page.

How is the NVQ assessed?

The NVQ is obtained through a mixture of assessment and training.

Candidates register at a local centre and are assigned an assessor.

The assessor will judge, based on a portfolio of evidence relating to their work, whether candidates have demonstrated skills, knowledge and understanding to the required standard.

How long will it take?

The NVQ is typically carried out in 6-18 months but does not have to be completed within a specific time period.

What are the benefits?

- Opportunities to improve service quality
- Increased staff motivation
- Development of new skills
- Recognition of existing skills
- New ideas for future development

How much does it cost?

Costs vary depending on the candidate's existing qualifications.

Funding to support employers may be available through Train to Gain, and Asset Skills can assist with this.

Next steps

For more information, email info@assetskills.org or call 0845 678 2 888 (local rate call).

Alternatively visit the Asset Skills website at www.assetskills.org

Train to Gain

asset skills

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 3

Sale of Residential Property

Mandatory units candidates must complete the following four units:

- Contribute to the safety and security of people and property
- Develop customer relationships
- Implement marketing plans for the sale of properties
- Advise prospective buyers on properties

And **one** of the following:

- Negotiate the sale of properties in England, Wales or Northern Ireland
- Negotiate the sale of properties in Scotland

Optional units
(Candidates complete four units. Those taking unit 9, must also take unit 10, but those taking unit 10 do not have to take unit 9. Candidates cannot take both units 15 and 16).

- (3) Sell products and services to customers in face-to-face settings
- (6) Negotiate sales
- (7) Organise market appraisals of customers' properties
- (8) Monitor changes in the local property market
- (9) Provide market appraisals of properties
- (10) Obtain instructions to sell properties
- (11) Produce marketing materials for individual properties
- (14) Organise viewings of properties
- (15) Conduct accompanied visits around property areas
- (16) Conduct accompanied visits around development sites
- (17) Conduct accompanied property visits
- (19) Qualify prospective buyers
- (20) Progress sales to their conclusion
- (22) Negotiate part exchange of properties
- (23) Agree the specifications of new properties with customers
- (24) Hand over new properties to customers
- (25) Provide after sales support to customers
- (26) Contribute to the design of the company's marketing materials
- (27) Liaise with sellers regarding home information packs
- (28) Liaise with buyers regarding home information packs

NATIONAL VOCATIONAL QUALIFICATION (NVQ) LEVEL 2

Supervisory Management

What is an NVQ?

A National Vocational Qualification (NVQ) is a qualification that assesses competence in the form of skills, knowledge and understanding set within a work situation.

NVQs are based on national occupational standards which describe the tasks and responsibilities expected of someone working in a particular job role.

Who is it for?

The Supervisory Management NVQ Level 3 is designed for practising first line managers or supervisors from any industry.

The qualification aims to give candidates a chance to develop their management performance, become more effective and progress their career.

What is the format?

The Supervisory Management NVQ Level 3 is delivered through a mix of training and assessment in the workplace. Candidates are allocated a personal assessor who provides the necessary reading and assessment materials and offers tutorial support.

The assessor also visits the workplace on a regular basis to observe the candidate carrying out their management role.

Candidates are also encouraged to network with their colleagues. The support of a line manager will also be required.

What areas does it cover?

To achieve this NVQ, candidates must demonstrate competence in the following seven units:

- Manage your own resources and professional development
- Provide leadership in your area of responsibility
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure health and safety requirements are met in your area of responsibility
- Promote equality of opportunity and diversity in your area of responsibility
- Plan change
- Develop productive working relationships with colleagues

How is the NVQ assessed?

Assessment is by production of a portfolio of evidence demonstrating understanding and application of the NVQ performance criteria.

Candidates are likely to require approximately three hours each week at their place of employment to work on their portfolios and will need to provide evidence that they:

- can perform identified tasks consistently to the required standard
- have appropriate knowledge and understanding of what they are doing
- can apply the skills in a range of different settings.

How long will it take?

There are no fixed periods for completing the Supervisory Management NVQ Level 3, however, most participants take between 6-18 months from registration to completion.

What are the benefits?

Candidates will benefit from:

- a clearer understanding of their responsibilities within the organisation
- the opportunity to develop skills and good practice
- the recognition of existing skills.

Employers will benefit from:

- higher levels of performance and motivation
- improvements in the quality of leadership
- higher quality management of teams within the organisation
- enhanced focus on health and safety issues in the workplace.

How much does it cost?

Costs vary. Funding to support employers may be available through Train to Gain, and Asset Skills can help with this.

Next steps

For more information, email info@assetskills.org or call 0845 678 2 888 (local rate call).

Alternatively visit the Asset Skills website at www.assetskills.org

Train to Gain

asset skills