

Prospectus



Davidson Training UK Ltd
Training for Growing Businesses

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Introduction

Davidson Training UK Limited (formerly Davidson Training Limited) was incorporated in 1999.

Our Head Office is based in Chafford Hundred, Essex on the outskirts of Lakeside Shopping Centre.

We are a Grade 1 Ofsted Private Training Provider and deliver training across all areas of London, Essex, Kent and surrounding areas. We also hold Beacon Status. We are passionate about training and our motto is 'To be the best that you can be'.

We work with a number of larger and smaller employers across London and have excellent success rates.

We are also in a position to support your organisation in developing and implementing your own Training Academy with Davidson Training as your preferred supplier of the NVQ and Apprenticeship training. This takes the strain away from you the employer.

We will work with you in developing tailored training programmes for all your staff to suit your organisational need. For more information on this please see 'Page 3'.

We offer Apprenticeships and Traineeships across the following Occupational Areas:

- Business Administration
- Retail Operations
- Customer Service
- Equality and Diversity
- Team Leading
- Social Media (Pilot scheme)

We also offer standalone NVQ's within these areas as well as the Functional Skills in:

- Mathematics
- Information Communication Technology
- English

If you require any additional information, please contact Sarah Collins or Gemma Barr on 01375 480088 or email: info@davidsontraining.com.

Alternatively you can contact our marketing manager: Joseph Barnett on 07792 957134

All costing for 24+ are negotiable.



Create your own in-house Training Academy supported by Davidson Training UK Limited.

Davidson Training UK Limited is an Ofsted Grade 1 Training Provider working with employers, to deliver Apprenticeships in Customer Service, Business Administration, Retail Skills and Team Leading. We are also currently piloting the Level 3 qualification in Social Media along with a Level 2 Certificate in Equality and Diversity.

All qualifications can be tailored to your organisation and units selected to assist staff to grow within their job role developing their skills and inspiring them to evaluate areas and enhance not only their own skills but their career progression within the organisation.

We work with a large number of employers in assisting them in creating their own internal Training Academy and supporting them in the delivery of Apprenticeships. With the creation of their own internal Training Academy, employers are finding increased staff retention as they invest in their future. By liaising with the employers, we are tailoring the NVQ's so that they meet their organisations specific requirements ensuring increased staff motivation, increase in customer base, excellent customer awareness and service delivered and ensuring that staff meet customer expectations.

Enclosed are copies of each of the qualifications for your perusal, giving a breakdown so that you can see what each has to offer in a little more depth. In September the qualification standards were revised, integrating units together from Business Administration, Customer Service and Team Leading. This in turn makes the qualifications more attractive as they can be better adapted to suit your needs.

We receive co financing from the Skills Funding Agency and the European Social Fund. It is expected that the employer contributes the additional financing ranging from 0-50%; however, this can be contributed 'in kind', allowing us to deliver the training and assessment **at no cost to the employer.**

All appointments to carry out training and assessments are booked in advance and agreed with relevant managers. We are aware that staff rotas may change and we are flexible with our approach meeting the needs of your business.

Additional eAssessment can be offered enabling the qualification to be completed 24/7. Each visit with learners last approximately 45-60 minutes with visits being carried out every 3-4 weeks.

Staff who enrol onto an Apprenticeship will also be eligible to apply for an Apprenticeship Oyster Card that gives them 30% discount on all travel within London for 12 months. They can also apply for an NUS Apprentice Extra card, which allows learners to get discount in many stores and online purchases. This is at a cost of £11.00 for 12 months. (Subject to terms and conditions)

For more information on any of this, please don't hesitate to contact us.



Training Courses offered

Along with funded Apprenticeships, Davidson Training UK Ltd can also offer some bite size training courses at discounts for your staff.

Please find a detailed list below of what we can offer your organisation. Bite-Size Training Sessions will only be at the reduced rate (lower rate) for employers that take on the Apprenticeship scheme.

For learners aged 24+, costing can be negotiated and in some cases Free of Charge where we have a required number of participants within the lower age brackets and/or agreed with the employer.

Training Programme	Cost per person for those aged 16-18 years	Cost per person for those aged 19-23 years	Cost per person for those aged 24+ years	Minimum Number in attendance
Apprenticeship Diploma in Customer Service Level 2	FREE OF CHARGE	FREE OF CHARGE	£450.00	N/A
Apprenticeship Diploma in Customer Service Level 3	FREE OF CHARGE	FREE OF CHARGE	£650.00	N/A
Apprenticeship Diploma in Business Administration Level 2	FREE OF CHARGE	FREE OF CHARGE	£450.00	N/A
Apprenticeship Diploma in Business Administration Level 3	FREE OF CHARGE	FREE OF CHARGE	£650.00	N/A
Apprenticeship Diploma in Retail Skills Level 2	FREE OF CHARGE	FREE OF CHARGE	£450.00	N/A
Apprenticeship Diploma in Team Leading Level 2	FREE OF CHARGE	FREE OF CHARGE	£450.00	N/A
Apprenticeship Diploma in Social Media Level 3	FREE OF CHARGE	FREE OF CHARGE	£650.00	N/A
Equality and Diversity – Level 2 Certificate	FREE OF CHARGE	FREE OF CHARGE	FREE OF CHARGE	N/A
Standalone Maths Functional Skills Level 1/2	FREE OF CHARGE	FREE OF CHARGE	£150.00	N/A
Standalone English Functional Skills Level 1/2	FREE OF CHARGE	FREE OF CHARGE	£150.00	N/A
Standalone Information Communication Technology Functional Skills Level 1/2	FREE OF CHARGE	FREE OF CHARGE	£150.00	N/A
2 Hour Training Course in Body Language	£50.00 £25.00	£50.00 £25.00	£50.00 £25.00	5



Customer Service Intermediate and Advanced Apprenticeships



Customer Service - Intermediate and Advanced Apprenticeships.

Learners new to learning?

Learning a new skill can be a daunting task. Taking the time out of your busy job to learn new ways to do your job better and thereby turning your job into a career sometimes seems just like a pipe dream.

Your job is the route to your new career path, all you need is a little help to bring out the best in you and gain a qualification at the same time. With Work Based Learning you can **'Earn while you learn'**.

QCF Diploma in Customer Service Level 2 and Customer Service Level 3

Davidson Training offers the QCF Diploma in Customer Service at level 2 and 3 throughout Greater London, Essex and Kent. These qualifications will appeal to workers and employers in many industries, including contact centres, tourism and hospitality, retail, financial services and local government. They provide a variety of progression routes, these qualifications are aimed at those keen to develop their understanding of customer service through to those who set and implement the customer service strategy for an organisation. The Level 2 and 3 Diplomas are "hybrid" qualifications that combine both knowledge and competence (skills) units.

Level 2 aims to develop the learner's knowledge of and practical skills for effective customer service in any industry.

Level 3 learners will focus on developing their understanding of how customer service delivery affects customer expectations and how the customer service process can be improved through customer feedback and effective teamwork.

On completion learners will gain the skills and knowledge required to progress to a wide range of customer service roles across many employment sectors or alternatively onto the subsequent qualification level. Additionally, the qualifications are required components within the Customer Service apprenticeship frameworks.

Structure – Key Features

Learners must complete all mandatory units, including those covering the essentials of customer service and communication, plus a minimum number of credits from the optional units.

Structure – Key Benefits

A wide range of optional units allows you to tailor content to suit learners' individual needs, whilst meeting the occupational requirements of the industry. Optional units include those in IT, management and leadership, sales and business administration.

Assessment - Key Features

Mandatory knowledge units are assessed on-demand through the City & Guilds eassessment platform e-volve. The competence or skills-based units are assessed through a portfolio of evidence.

Assessment - Key Benefits

e-volve is designed to cut the time spent marking and reduces your paperwork. The on-demand assessment is flexible and improves success rates as candidates only complete when they are ready. Portfolio assessment allows learners to draw upon real and relevant evidence that inspires and excites them, creating a more rewarding experience.

Support – Key Features

Our support resources include: a Qualification Handbook and learner support via SmartScreen and personal support.

Support – Key Benefits

SmartScreen supports learners in order to drive greater quality and better success rates.



Interested learners will develop and improve the following skills & interests...

- Communicate using customer service language
- Communicate using social media
- Follow the rules to deliver customer service
- Maintain a positive and customer-friendly attitude
- Deal with customers face to face
- Do your job in a customer friendly way
- Organise the delivery of reliable customer service

The programme consists of the following areas:

1. QCF Diploma in Customer Service Level 2 or 3

The QCF consists of QCF (Qualification Credit Framework) units and is assessed in the learner's workplace. The learner will receive both on-the-job and off-the-job training. Training will cover the knowledge and understanding of the customer service world and the activities that take place in a customer focused organisation as well as the organisations relevant policies and procedures, products and services offered and legislation. Assessment is summative with some units assessed by multiple choice exam papers completed on-line and paper-based.

The learner produces a portfolio of evidence that is used to prove competence on a variety of administration duties, dealing with problems and queries, customer expectations, providing good customer service and making customer service personal, etc. The portfolio of evidence can either be the traditional paper-based route or the elearning/eportfolio route. Summative assessment will take place after all training has been delivered and learning reflected upon. Some assessments are completed via multiple choice exam papers and questions completed on-line and paper-based.

2. Functional Skills in Maths and English at Level 1 or 2

The two Functional Skills are Mathematics and English. An initial assessment and diagnostic will identify areas for training and the training will be delivered with summative assessment being carried out by way of external tests either online or paper-based.

3. Employment Rights & Responsibilities will also be covered; the Government has decided that everyone on an Apprenticeship programme must understand their responsibilities and rights within the working environment.

4. Personal Learning and Thinking Skills will be embedded within the qualification and has been "developed to emphasise the importance of acquiring and improving skills that enable young people to cope with social, economic and technological change, become more effective learners who can continue to learn, and enjoy and achieve in all aspects of their life". The Skills for Sustainable Growth Strategy for England places an emphasis on skills which build confidence and creativity and which improve social and working lives and PLTS play a key part in realising this ambition.

Are you eligible for Work Based Learning?

To be enrolled you must be: (Proof of Eligibility will be required)

- Aged between 16 - 23 years (and have finished your last year of schooling).
- Adult Apprenticeship 24 plus
- Work more than 30 hours per week.
- Not possess a UK degree or be a Graduate.
- Not be receiving any other Government funded education
- Must be paid at least £90.00 per week
- Meet the eligibility of the Skills Funding Agency (i.e. Have been a UK/EEC resident for a minimum of 3 years)



QCF/NVQ Diploma in Customer Service - Unit Summary Level 2

The QCF/NVQ Diploma in Customer Service Level 2 is a part of the Qualification Credit Framework (QCF) and requires a minimum of 45 QCF Credits. Each unit is dependent on its content and carries a unit credit value, for example unit 201 carries a unit credit value of 5, whereas unit 205 carries a unit credit value of 4. Details of all unit credit values can be supplied upon request.

Each Unit carries a set amount of Credits and as long as the rules of combination are followed, you can select a range of units across a wide area of knowledge within the Customer Service Sector

To achieve the Level 2 NVQ Diploma in Customer Service the learner must achieve:

- a minimum of 45 credits overall, of which 19 credits are from the Mandatory Units

Customer Service - Unit Summary Level 2

Mandatory Units

- 201 Deliver customer service
- 202 Understand customers
- 203 Principles of customer service
- B204 Understand employer organisations
- M205 Manage personal performance and development

Optional Units

- 206 Communicate verbally with customers
- 207 Communicate with customers in writing
- 208 Deal with incoming telephone calls from customers
- 209 Make telephone calls to customers
- 210 Promote additional products and/or services to customers
- 211 Process information about customers
- 212 Exceed customer expectations
- 213 Deliver customer service whilst working on customer's premises
- 214 Carry out customer service handovers
- 215 Resolve customer service problems
- 216 Deliver customer service to challenging customers
- 217 Develop customer relationships
- 218 Support customer service improvements
- 219 Support customers through real-time online customer service
- 220 Support customers using self-service equipment
- 221 Use social media to deliver customer service



- 222 Provide post-transaction customer service
- 223 Health and safety procedures in the workplace
- 224 Manage diary systems
- 225 Provide reception services
- 226 Contribute to the organisation of an event
- 227 Buddy a colleague to develop their skills
- 228 Employee rights and responsibilities
- 229 Develop working relationships with colleagues
- 230 Principles of equality and diversity in the workplace
- 234 Deal with incidents through a contact centre
- 235 Carry out direct sales activities in a contact centre
- 236 Bespoke Software
- S231 Processing sales orders
- S232 Meeting customers' after sales needs
- S233 Handling objections and closing sales
- 302 Gather, analyse and interpret customer feedback
- 303 Negotiate in a business environment
- 311 Resolve customers' complaints



QCF/NVQ Diploma in Customer Service - Unit Summary Level 3

The QCF/NVQ Diploma in Customer Service Level 3 is a part of the Qualification Credit Framework (QCF) and requires a minimum of 55 QCF Credits. Each unit is dependent on its content and carries a unit credit value, for example unit 304 carries a unit credit value of 5, whereas unit 307 carries a unit credit value of 10. Details of all unit credit values can be supplied upon request.

Each Unit carries a set amount of Credits and as long as the rules of combination are followed, you can select a range of units across a wide area of knowledge within the Customer Service Sector

To achieve the Level 3 NVQ Diploma in Customer Service the learner must achieve:

- a minimum of 55 credits overall, of which 31 credits are from the Mandatory Units

Customer Service - Unit Summary Level 3

Mandatory Units

- 304 Organise and deliver customer service
- 305 Understand the customer service environment.
- 306 Understand customers and customer retention
- B307 Principles of business
- M308 Manage personal and professional development
- 323 Resolve customers' problems

Optional Units

- 206 Communicate verbally with customers
- 207 Communicate with customers in writing
- 210 Promote additional products and/or services to customers
- 212 Exceed customer expectations
- 213 Deliver customer service whilst working on customer's premises
- 216 Deliver customer service to challenging customers
- 217 Develop customer relationships
- 218 Support customer service improvements
- 219 Support customers through real-time online customer service
- 220 Support customers using self-service equipment
- 221 Use social media to deliver customer service
- 222 Provide post-transaction customer service
- B224 Manage diary systems
- B225 Provide reception services
- B226 Contribute to the organisation of an event
- B227 Buddy a colleague to develop their skills
- B228 Employee rights and responsibilities
- S231 Processing sales orders
- 302 Gather, analyse and interpret customer feedback
- B303 Negotiate in a business environment
- 309 Develop resources to support consistency of customer service delivery
- 310 Use service partnerships to deliver customer service
- 311 Resolve customers' complaints



- 312 Monitor the quality of customer service interactions
- M313 Promote equality, diversity and inclusion in the workplace
- M314 Manage team performance
- M315 Manage individuals' performance
- M316 Collaborate with other departments
- S317 Negotiating, handling objections and closing sales
- S318 Obtaining and analysing sales related information
- S319 Buyer behaviours in sales situations
- S321 Lead direct sales activities in a contact centre team
- B322 Bespoke software
- 402 Champion customer service
- 404 Build and maintain effective customer relations
- 406 Manage a customer service award programme
- 407 Manage the use of technology to improve customer service
- 408 Develop a social media strategy for customer service





Business Administration Intermediate and Advanced Apprenticeships



Business Administration - Intermediate and Advanced Apprenticeships.

Learners new to learning?

Learning a new skill can be a daunting task. Taking the time out of your busy job to learn new ways to do your job better and thereby turning your job into a career sometimes seems just like a pipe dream.

Your job is the route to your new career path, all you need is a little help to bring out the best in you and gain a qualification at the same time. With Work Based Learning you can **'Earn while you learn'**.

QCF Diploma in Business Administration Level 2 and Business Administration Level 3

Davidson Training offers the QCF Diploma in Business Administration at level 2 and 3 throughout Greater London, Essex and Kent. A qualification in Business Administration can help you succeed in a support role in any size or type of organisation. These roles include: Secretary, Receptionist, Administrator, Personal assistant, Office supervisor, Team leader or Manager.

The Level 2 and 3 Diplomas are "hybrid" qualifications that combine both knowledge and competence (skills) units. Designed to reflect the current and future needs of employers, these qualifications will benefit people with minimal experience of providing administrative assistance through to those who implement business support services and organisational change.

Level 2 focuses on enhanced skills requiring some professional responsibility such as event support.

Level 3 learners develop a more comprehensive range of business skills, including team supervision and project management.

On completion learners will gain the skills and knowledge required to progress onto relevant administrative roles in employment or alternatively onto the subsequent qualification level. Additionally, the qualifications are required components within the Business Administration apprenticeship frameworks. Further training opportunities in specific administrative routes allow learners to gain the essential skills required to fulfil roles such as a medical administrator or legal secretary.

Structure – Key Features

Learners must complete all mandatory units, including those covering communication and personal development, plus a minimum number of credits from the optional units.

Structure – Key Benefits

A wide range of optional units allows you to tailor content to suit learners' individual needs, whilst meeting the occupational requirements of the industry. Optional units include those in IT, management and leadership and customer service.

Assessment - Key Features

Mandatory knowledge units are assessed on-demand through the City & Guilds eassessment platform e-volve. The competence or skills-based units are assessed through a portfolio of evidence.

Assessment - Key Benefits

e-volve is designed to cut the time spent marking and reduces your paperwork. The on-demand assessment is flexible and improves success rates as candidates only complete when they are ready. Portfolio assessment allows learners to draw upon real and relevant evidence that inspires and excites them, creating a more rewarding experience.

Support – Key Features

Our support resources include: a Qualification Handbook and learner support via SmartScreen and personal support.

Support – Key Benefits

SmartScreen supports learners in order to drive greater quality and better success rates.



Interested learners will develop and improve the following skills & interests...

- Good literacy and numeracy skills.
- Keyboard and computer skills.
- Able to work quickly and accurately.
- Spoken and written communication skills relating to working with colleagues, other departments, outside companies and members of the public.
- An eye for detail.
- Able to work as part of a team, problem solving ability.

The programme consists of the following areas:

5. **QCF Diploma in Business and Administration Level 2 or 3**

The QCF consists of QCF (Qualification Credit Framework) units and is assessed in the learner's workplace. The learner will receive both on-the-job and off-the-job training. Training will cover the knowledge and understanding of the business world and the activities that take place in a business organisation as well as the organisations relevant policies and procedures, products and services offered and legislation. Assessment is summative by multiple choice exam papers completed on-line and paper-based.

The learner produces a portfolio of evidence that is used to prove competence on a variety of administration duties, e.g. filing, faxing, telephone, use of the computer, etc. The portfolio of evidence can either be the traditional paper-based route or the E learning/E Portfolio route. Summative assessment will take place after all training has been delivered and learning reflected upon. Some assessments are completed via multiple choice exam papers and questions.

6. **Functional Skills in Maths, English and Information Communication Technology at Level 1 or 2**

The three Functional Skills are Mathematics, English and Information Communication Technology (ICT). An initial assessment and diagnostic will identify areas for training and the training will be delivered with summative assessment being carried out by way of external tests either online or paper-based.

7. **Employment Rights & Responsibilities** will also be covered; the Government has decided that everyone on an Apprenticeship programme must understand their responsibilities and rights within the working environment.

8. **Personal Learning and Thinking Skills** will be embedded within the qualification and has been "developed to emphasise the importance of acquiring and improving skills that enable young people to cope with social, economic and technological change, become more effective learners who can continue to learn and enjoy and achieve in all aspects of their life". The Skills for Sustainable Growth Strategy for England places an emphasis on skills which build confidence and creativity which improve social and working lives and PLTS play a key part in realising this ambition.

Are your eligible for Work Based Learning?

To be enrolled you must be: (Proof of Eligibility will be required)

- Aged between 16 - 23 years (and have finished your last year of schooling).
- Adult Apprenticeship 24 plus
- Work more than 30 hours per week.
- Not possess a UK degree or be a Graduate.
- Not be receiving any other Government funded education
- Must be paid at least £90.00 per week
- Meet the eligibility of the Skills Funding Agency (i.e. Have been a UK/EEC resident for a minimum of 3 years)



QCF/NVQ Diploma in Business Administration - Unit Summary Level 2

The QCF/NVQ Diploma in Business Administration Level 2 is a part of the Qualification Credit Framework (QCF) and requires a minimum of 45 QCF Credits. Each unit is dependent on its content and carries a unit credit value, for example unit 222 carries a unit credit value of 3, whereas unit 224 carries a unit credit value of 4. Details of all unit credit values can be supplied upon request.

Each Unit carries a set amount of Credits and as long as the rules of combination are followed, you can select a range of units across a wide area of knowledge within the Business Administration Sector.

To achieve the Level 2 NVQ Diploma in Business Administration the learner must achieve:

- A minimum of 45 credits overall, of which 21 credits are from the Mandatory Units.

Business Administration - Unit Summary Level 2

Mandatory Units

- 222 Communication in a business environment
- 224 Principles of providing administrative services
- 225 Principles of business document production and information management
- 226 Understand employer organisations
- 239 Manage personal performance and development
- 240 Develop working relationships with colleagues

Optional Units

- 101 Health and safety in a business environment
- 102 Use a telephone and voicemail system
- 103 Meet and welcome visitors in a business environment
- 104 Understand working in a customer service environment
- 201 Manage diary systems
- 202 Produce business documents
- 203 Collate and report data
- 204 Store and retrieve information
- 205 Produce minutes of meetings
- 206 Handle mail
- 207 Provide reception services
- 208 Prepare text from notes using touch typing
- 209 Prepare text from shorthand
- 210 Prepare text from recorded audio instruction
- 211 Understand the use of research in business
- 212 Archive information
- 213 Maintain and issue stationery and supplies



- 214 Use and maintain office equipment
- 215 Contribute to the organisation of an event
- 216 Organise business travel or accommodation
- 217 Provide administrative support for meetings
- 218 Administer human resource records
- 219 Administer the recruitment and selection process
- 220 Administer parking dispensations
- 221 Administer finance
- 223 Buddy a colleague to develop their skills
- 227 Employee rights and responsibilities
- 228 Process information about customers
- 229 Develop customer relationships
- 230 Deliver customer service
- 231 Principles of marketing theory
- 232 Principles of digital marketing
- 233 Bespoke Software
- 234 Spreadsheet Software
- 235 Exploring Social Media
- 236 Processing customers' financial transactions
- 237 Data Management Software
- 238 Principles of customer relationships
- 241 Principles of team leading
- 242 Using email
- 243 Presentation Software
- 244 Word Processing Software
- 245 Website Software
- 247 Payroll Processing
- 246 Know how to publish, integrate and share using social media
- 273 Principles of equality and diversity in the workplace
- 274 Understand the safe use of online and social media platforms
- 304 Develop a presentation
- 305 Deliver a presentation
- 307 Contribute to the development and implementation of an information system
- 308 Monitor information systems
- 322 Analyse and present business data
- 344 Participate in a project



QCF/NVQ Diploma in Business Administration - Unit Summary Level 3

The QCF/NVQ Diploma in Business and Administration Level 3 is a part of the Qualification Credit Framework (QCF) and requires a minimum of 58 QCF Credits. Each unit is dependent on its content and carries a unit credit value, for example unit 301 carries a unit credit value of 4, whereas unit 320 carries a unit credit value of 10. Details of all unit credit values can be supplied upon request.

Each Unit carries a set amount of Credits and as long as the rules of combination are followed, you can select a range of units across a wide area of knowledge within the Business Administration Sector

To achieve the Level 3 NVQ Diploma in Business Administration the learner must achieve:

- a minimum of 58 credits overall, of which 27 credits are from the Mandatory Units

Business Administration - Unit Summary Level 3

Mandatory Units

- 301 Communicate in a business environment
- 318 Principles of business communication and information
- 319 Principles of administration
- 320 Principles of business
- 345 Manage personal and professional development

Optional Units

- 202 Produce business documents
- 204 Store and retrieve information
- 205 Produce minutes of meetings
- 206 Handle mail
- 208 Prepare text from notes using touch typing
- 209 Prepare text from shorthand
- 210 Prepare text from recorded audio instruction
- 213 Maintain and issue stationery and supplies
- 215 Contribute to the organisation of an event
- 216 Organise business travel or accommodation
- 217 Provide administrative support for meetings
- 218 Administer human resource records
- 219 Administer the recruitment and selection process
- 220 Administer parking dispensations
- 221 Administer finance
- 223 Buddy a colleague to develop their skills
- 227 Employee rights and responsibilities (ASSIGNMENT)
- 302 Contribute to the improvement of business performance
- 303 Negotiate in a business environment
- 304 Develop a presentation



- 305 Deliver a presentation
- 306 Create bespoke business documents
- 307 Contribute to the development and implementation of an information system
- 308 Monitor information systems
- 309 Evaluate the provision of business travel or accommodation
- 310 Provide administrative support in schools
- 311 Administer parking and traffic challenges, representations and civil parking appeals
- 312 Administer statutory parking and traffic appeals
- 313 Administer parking and traffic debt recovery
- 314 Administer legal files
- 321 Manage an office facility
- 322 Analyse and present business data
- 323 Organise and deliver customer service
- 325 Resolve customers' complaints
- 327 Bespoke Software
- 328 Spreadsheet Software
- 332 Promote equality, diversity and inclusion in the workplace
- 333 Manage team performance
- 334 Manage individuals' performance
- 335 Manage individuals' development in the workplace
- 336 Chair and lead meetings
- 338 Encourage innovation
- 340 Procure products and/or services
- 341 Implement change
- 342 Implement and maintain business continuity plans and processes
- 344 Participate in a project
- 347 Using Email
- 348 Database Software
- 349 Presentation Software
- 351 Word Processing Software
- 352 Website Software
- 405 Support environmental sustainability in a business environment
- 406 Resolve administrative problems
- 407 Prepare specifications for contracts
- 410 Develop and maintain professional networks
- 411 Develop and implement an operational plan
- 415 Manage physical resources





Retail Skills Intermediate and Advanced Apprenticeships



Retail Skills - Intermediate and Advanced Apprenticeships.

Learners new to learning?

Learning a new skill can be a daunting task. Taking the time out of your busy job to learn new ways to do your job better and thereby turning your job into a career sometimes seems just like a pipe dream. Your job is the route to your new career path, all you need is a little help to bring out the best in you and gain a qualification at the same time. With Work Based Learning you can '**Earn while you learn**'.

QCF Diploma in Retail Skills Level 2 and Retail Skills Level 3

Davidson Training offers the QCF Diploma in Retail Skills at level 2 and 3 throughout Greater London, Essex and Kent. These qualifications will appeal to workers and employers in many industries, including retail assistants/supervisors/managers, online retail sales or organisations that carry out any form of retail sales. They provide a variety of progression routes, and these qualifications are aimed at those keen to develop their understanding of retail through to those who manage retail in many aspects.

The Level 2 and 3 Diplomas are achieved through a blended learning approach and will incorporate; workplace learning, self-study, distance learning, one-to-one support and training.

Level 2 aims to develop the learner's knowledge of and practical skills for effective retail skills. This will cover customer service, stock control, deliveries, visual merchandising, maximising sales, promotional activities, keeping stock at required levels, dealing with problems and queries, identifying customer expectations

Level 3 will include the above at a management/supervisory level along with the management of staff including rotas, staff training and development etc.

On completion learners will gain the skills and knowledge required to progress to a wide range of retail roles across many employment sectors or alternatively onto the subsequent qualification level. Additionally, the qualifications are required components within the Retail Skills apprenticeship frameworks.

Structure – Key Features

Learners must complete all mandatory units, including those covering the essentials of Retail Skills and communication, plus a minimum number of credits from the optional units.

Structure – Key Benefits

A wide range of optional units allows you to tailor content to suit learners' individual needs, whilst meeting the occupational requirements of the industry. Optional units include those in IT, management and leadership, sales and business administration.

Assessment - Key Features

Mandatory knowledge units are assessed on-demand through the City & Guilds eassessment platform e-volve. The competence or skills-based units are assessed through a portfolio of evidence.

Assessment - Key Benefits

e-volve is designed to cut the time spent marking and reduces your paperwork. The on-demand assessment is flexible and improves success rates as candidates only complete when they are ready. Portfolio assessment allows learners to draw upon real and relevant evidence that inspires and excites them, creating a more rewarding experience.

Support – Key Features

Our support resources include: a Qualification Handbook and learner support via SmartScreen and personal support.

Support – Key Benefits

SmartScreen supports learners in order to drive greater quality and better success rates.



Interested learners will develop and improve the following skills & interests...

- Sales of Goods and relevant legislation and consumer law.
- Handling payments (cash, credit and debit cards), including cashing up and banking.
- Displays and visual merchandising.
- Spoken and written communication skills Receive deliveries.
- Stock control and price and label goods.
- Offer advice on products.
- Able to work as part of a team.
- Problem solving ability.
- Staff development/rotas/staff management at Level 3.

The programme consists of the following areas:

9. QCF Diploma in Retail Skills Level 2 or 3

The QCF consists of QCF (Qualification Credit Framework) units and is assessed in the learner's workplace. The learner will receive both on-the-job and off-the-job training. Training will cover the knowledge and understanding of the retail industry and the activities that take place in retail focused organisation as well as the organisations relevant policies and procedures, products and services offered and legislation. Assessment is summative with some units assessed by multiple choice exam papers completed on-line and paper-based.

The learner produces a portfolio of evidence that is used to prove competence on a variety of administration duties, dealing with problems and queries, customer expectations, providing good customer service and making customer service personal, etc. The portfolio of evidence can either be the traditional paper-based route or the eLearning/eportfolio route. Summative assessment will take place after all training has been delivered and learning reflected upon.

10. Functional Skills in Maths and English at Level 1 or 2

The two Functional Skills are Mathematics and English. An initial assessment and diagnostic will identify areas for training and the training will be delivered with summative assessment being carried out by way of external tests either online or paper-based.

11. Employment Rights & Responsibilities will also be covered; the Government has decided that everyone on an Apprenticeship programme must understand their responsibilities and rights within the working environment.

12. Personal Learning and Thinking Skills will be embedded within the qualification and has been "developed to emphasise the importance of acquiring and improving skills that enable young people to cope with social, economic and technological change, become more effective learners who can continue to learn and enjoy and achieve in all aspects of their life". The Skills for Sustainable Growth Strategy for England places an emphasis on skills which build confidence and creativity and which improve social and working lives and PLTS play a key part in realising this ambition.

Are you eligible for Work Based Learning?

To be enrolled you must be: (Proof of Eligibility will be required)

- Aged between 16 - 23 years (and have finished your last year of schooling).
- Adult Apprenticeship 24 plus
- Work more than 30 hours per week.
- Not possess a UK degree or be a Graduate.
- Not be receiving any other Government funded education
- Must be paid at least £90.00 per week
- Meet the eligibility of the Skills Funding Agency (i.e. Have been a UK/EEC resident for a minimum of 3 years)



QCF/NVQ Diploma in Retail Skills - Unit Summary Level 2

The QCF/NVQ Diploma in Retail Skills Level 2 is a part of the Qualification Credit Framework (QCF) and requires a minimum of 37 QCF Credits. Each unit is dependent on its content and carries a unit credit value, for example unit 247 carries a unit credit value of 8, whereas unit 216 carries a unit credit value of 5. Details of all unit credit values can be supplied upon request.

Each Unit carries a set amount of Credits and as long as the rules of combination are followed, you can select a range of units across a wide area of knowledge within the Retail Sector

To achieve the Level 2 NVQ Diploma in Retail Skills the learner must achieve:

- a minimum of 37 credits overall, of which 8 credits are from the Mandatory Units

Retail Skills - Unit Summary Level 2

Mandatory Units

- 247 Work effectively in a retail team

Optional Units

- 103 Sort donated goods for resale or recycling in a retail environment
- 104 Maintain food safety while working with food in a retail environment
- 112 Provide a counter take away service
- 201 Receive goods and materials into storage in a retail environment
- 202 Place goods and materials into storage in a retail environment
- 203 Keep stock on sale at required levels in a retail environment
- 204 Process customer orders for goods in a retail environment
- 205 Process returned goods in a retail environment
- 206 Assemble products for display in a retail environment
- 211 Maintain food safety while working with food in a retail environment
- 212 Pick products in a retail environment to fulfil customer orders
- 213 Check stock levels and sort out problems with stock levels in a retail environment
- 216 Display stock to promote sales in a retail environment
- 217 Help customers to choose products in a retail environment
- 218 Carry out promotional campaigns in a retail environment
- 219 Deal with customer queries and complaints in a retail environment
- 220 Demonstrate products to customers in a retail environment
- 221 Process payments for purchases in a retail environment
- 222 Process applications for credit agreements offered in a retail environment
- 223 Promote loyalty schemes to customers in a retail environment



- 224 Provide a bra fitting service in a retail environment
- 225 Follow guidelines for planning and preparing visual merchandising displays
- 226 Dress visual merchandising displays to attract customers
- 227 Order and position signage & graphics for visual merchandising displays
- 228 Dismantle & store props & graphics from visual merchandising displays
- 229 Make props & decorate fixtures and panels for visual merchandising displays
- 230 Assemble visual merchandising displays
- 231 Follow point-of-sale procedures for age-restricted products in a retail environment
- 232 Provide National Lottery products to customers
- 234 Cash Up in a retail environment
- 235 Promote a retail store's credit card to customers in a retail environment
- 236 Provide services to customers in a dressing room in a retail environment
- 237 Promote food or drink products by offering samples to customers
- 239 Help customers to apply for a retail store's credit card and associated insurance products
- 243 Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment
- 244 Operate a customer record card system on a beauty counter in a retail environment
- 245 Protect own and others' health and safety when working in a retail environment
- 246 Reduce security risks in a retail environment
- 248 Prepare newspapers and magazines for return from merchandisers
- 249 Check the accuracy of records of hours worked by staff in a retail environment
- 250 Give customers a positive impression of yourself and your organisation
- 301 Audit stock levels and stock inventories in a retail environment
- 302 Source required goods and services in a retail environment
- 304 Manage staff and receive goods in a retail environment
- 305 Organise and monitor the storage of stock in a retail environment
- 306 Maintain the availability of goods on display in a retail environment to promote sales
- 307 Manage the payment transaction process in a retail environment
- 314 Help customers to choose alcoholic beverages in a retail environment



- 315 Help customers to choose specialist products in a retail environment
- 317 Deputise for the leader of a retail team
- 318 Contribute to the continuous improvement of retail operations within own area of responsibility
- 319 Manage the prevention of wastage and loss in a retail environment
- 320 Produce staffing schedules to help a retail team to achieve its targets
- 321 Monitor and maintain health and safety in a retail environment
- 322 Monitor and support secure payment point use during trading hours

LEVEL 3 UNITS AVAILABLE ON REQUEST.



Team Leading Intermediate Apprenticeships



Team Leading – Intermediate Apprenticeship.

Learners new to learning?

Learning a new skill can be a daunting task. Taking the time out of your busy job to learn new ways to do your job better and thereby turning your job into a career sometimes seems just like a pipe dream.

Your job is the route to your new career path, all you need is a little help to bring out the best in you and gain a qualification at the same time. With Work Based Learning you can ‘**Earn while you learn**’.

QCF Diploma in Team Leading Level 2

Davidson Training offers the QCF Diploma in Team Leading at level 2 throughout Greater London, Essex and Kent. A qualification in Team Leading can help you succeed in a support role in any size or type of organisation. These roles include: supervisor, office team leaders, warehouse controllers, or for anyone who is looking to develop their Team Leading skills in preparation for enhanced career prospects.

The Level 2 Diploma is a "hybrid" qualification that combine both knowledge and competence (skills) units.

The ILM Level 2 Diploma in Team Leading has been designed for team leaders who have some personal autonomy and responsibility and who collaborate with others to deliver work. The NVQ gives learners the opportunity to develop the core competences needed by team leaders in today's dynamic business world.

Level 2. Learn about team building and teamwork skills and how this can boost your performance in business

On completion learners will gain the skills and knowledge required to progress onto relevant team leading roles in employment. Additionally, the qualifications are required components within the Team Leading apprenticeship frameworks. Further training opportunities in specific team leading and management routes allow learners to gain the essential skills required to fulfil roles such as higher management.

Structure – Key Features

Learners must complete all mandatory units, including those covering communication and personal development, plus a minimum number of credits from the optional units.

Structure – Key Benefits

A wide range of optional units allows you to tailor content to suit learners' individual needs, whilst meeting the occupational requirements of the industry. Optional units include those in IT, management and leadership, business administration and customer service.

Assessment - Key Features

Mandatory knowledge units are assessed on-demand through the City & Guilds eassessment platform e-volve. The competence or skills-based units are assessed through a portfolio of evidence.

Assessment - Key Benefits

e-volve is designed to cut the time spent marking and reduces your paperwork. The on-demand assessment is flexible and improves success rates as candidates only complete when they are ready. Portfolio assessment allows learners to draw upon real and relevant evidence that inspires and excites them, creating a more rewarding experience.

Support – Key Features

Our support resources include: a Qualification Handbook and learner support via ILM and personal support.

Support – Key Benefits

ILM supports learners in order to drive greater quality and better success rates.



Interested learners will develop and improve the following skills & interests...

- Team leading skills including effective communication within teams and successful team decision making.
- Communication skills.
- Delegating and being a team player.
- Spoken and written communication skills relating to working with colleagues, other departments, outside companies and members of the public.
- Providing vision and creating enthusiasm.
- Staff appraisals and team development. And setting team objectives.

The programme consists of the following areas:

13. QCF Diploma in Team Leading Level 2

The QCF consists of QCF (Qualification Credit Framework) units and is assessed in the learner's workplace. The learner will receive both on-the-job and off-the-job training. Training will cover the knowledge and understanding of team leading and the activities that take place in a business organisation as well as the organisations relevant policies and procedures, products and services offered and legislation. Assessment is summative by multiple choice exam papers. The learner produces a portfolio of evidence that is used to prove competence on a variety of team leading duties, e.g. personal development plans, team development plans, engaging and supporting your team, build positive and productive relationships at work etc. The portfolio of evidence can either be the traditional paper-based route or the E learning/E Portfolio route. Summative assessment will take place after all training has been delivered and learning reflected upon. Some assessments are completed via multiple choice exam papers.

14. Functional Skills in Maths, English and Information Communication Technology at Level 1 or 2

The three Functional Skills are Mathematics, English and Information Communication Technology (ICT). An initial assessment and diagnostic will identify areas for training and the training will be delivered with summative assessment being carried out by way of external tests either online or paper-based.

15. **Employment Rights & Responsibilities** will also be covered; the Government has decided that everyone on an Apprenticeship programme must understand their responsibilities and rights within the working environment.

16. **Personal Learning and Thinking Skills** will be embedded within the qualification and has been "developed to emphasise the importance of acquiring and improving skills that enable young people to cope with social, economic and technological change, become more effective learners who can continue to learn, and enjoy and achieve in all aspects of their life". The Skills for Sustainable Growth Strategy for England places an emphasis on skills which build confidence and creativity and which improve social and working lives and PLTS play a key part in realising this ambition.

Are you eligible for Work Based Learning?

To be enrolled you must be: (Proof of Eligibility will be required)

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- Adult Apprenticeship 24 plus
- Work more than 30 hours per week.
- Not possess a UK degree or be a Graduate.
- Not be receiving any other Government funded education
- Must be paid at least £90.00 per week
- Meet the eligibility of the Skills Funding Agency (i.e. Have been a UK/EEC resident for a minimum of 3 years)



QCF/NVQ Diploma in Team Leading - Unit Summary Level 2

The QCF/NVQ Diploma in Team Leading Level 2 is a part of the Qualification Credit Framework (QCF) and requires a minimum of 40 QCF Credits. Each unit is dependent on its content and carries a unit credit value, for example unit M&L 1 carries a unit credit value of 4, whereas unit M&L 5 carries a unit credit value of 5. Details of all unit credit values can be supplied upon request.

Each Unit carries a set amount of Credits and as long as the rules of combination are followed, you can select a range of units across a wide area of knowledge within the Business Administration Sector

To achieve the Level 2 NVQ Diploma in Business Administration the learner must achieve:

- a minimum of 40 credits overall, of which 20 credits are from the Mandatory Units

Team Leading - Unit Summary Level 2

Mandatory Units

- M&L 1 Manage personal performance and development
- M&L 4 Communicate work-related information
- M&L 5 Lead and manage a team
- M&L 6 Principles of team leading
- M&L 8 Understand business

Optional Units

- M&L 2 Develop working relationships with colleague
- M&L 3 Contribute to meetings in a business environment (Not to be used with M&L 14)
- M&L 7 Principles of equality and diversity in the workplace (Not to be used with M&L 10)
- M&L10 Promote equality, diversity and inclusion in the workplace (Not to be used with M&L 7)
- M&L 11 Manage team performance
- M&L 12 Manage individuals' performance
- M&L 14 Chair and lead meetings (Not to be used with M&L 3)
- M&L 16 Encourage innovation
- M&L 17 Manage conflict within a team
- M&L 18 Procure products and/or services
- M&L 21 Collaborate with other departments
- M&L 23 Participate in a project
- B&A 16 Store and retrieve information
- B&A 18 Handle mail
- B&A 39 Employee rights and responsibilities
- CS 7 Deliver customer service
- CS 8 Understand customers
- CS 17 Resolve customer service problems
- B&A 42 Negotiate in a business environment
- B&A 43 Develop a presentation
- B&A 44 Deliver a presentation
- CS 31 Resolve customers' complaints



Level 2 Certificate in Equality and Diversity



Level 2 Certificate in Equality and Diversity.

Whatever your situation, this qualification is a great opportunity to find out how to apply best practice in relation to equality and diversity within your community and the workplace.

Communicating effectively with people from different cultural and religious backgrounds is a vital skill in most customer-facing roles. Awareness of equal opportunity regulations is also important for both employers and employees, especially in relation to race, age, disability, gender and sexual orientation.

This highly popular Level 2 Equality and Diversity qualification demonstrates ways of countering discrimination, prejudice and stereotyping, at work and in the community. By the end of the course you should have a full understanding of what is required to work within an environment that promotes equality and diversity.

- Helps you develop highly desirable skills for the work place.
- Provides an understanding of key policies and legislation relating to equality and diversity.
- Provides a solid basis for further qualifications and/or career development.
- Gain a nationally accredited Level 2 Certificate in Equality and Diversity.
- Understand policies and legislation relating to equality and diversity.
- Develop personally and professionally.
- Learn about the impact of prejudice and discrimination and employer and individual rights and responsibilities.

Unit one - Equality and Diversity in society

In this unit you will cover the following:

- What is meant by 'Equality' and 'Diversity'.
- The effects of stereotyping, labelling, prejudice and discrimination.
- Different characteristics that make people who they are.

Unit two - Equality and Diversity in the community

In this unit you will cover the following:

- The extent and value of diversity in a community.
- Potential inequality that occurs in communities.
- Support services and groups for equality and diversity.

Unit three - Equality and Diversity in the workplace

In this unit you will cover the following:

- The meaning of equality and diversity in the workplace.
- Monitoring equality and diversity in the workplace.
- Protecting people's rights in the workplace.



Functional Skills Mathematics English ICT



Functional Skills in Mathematics, English and Information Communication Technology (ICT)

Functional Skills are the essential skills needed for ENGLISH, MATHS and ICT, vital for young people and adults to participate in life, learning and work.

The development of Functional Skills is seen by the Government as essential to address employers' concerns that young people and adults are not achieving a firm enough grounding in the basics.

Assessments and learning resources will prepare your staff for Functional Skills in ENGLISH, MATHS and ICT Davidson Training offers the QCF Functional Skills at level 1 and 2. These can be standalone qualifications delivered at either level.

Functional Skills qualifications in Mathematics

Functional Skills qualifications in Mathematics assess three interrelated process skills:

- Representing selecting the mathematics and information to model a situation.
- Analysing processing and using mathematics.
- Interpreting and communicating the results of the analysis.

Functional Skills Mathematics assessments will consist of mathematical problem solving and decision making using numbers, with tasks simulating the natural occurrence of numerical reasoning within real life contexts. All Maths Functional Skills qualifications are examined by a summative assessment which can be paper based or online. All candidates are allowed to use a calculator.

Functional Skills qualifications in English

The functional Skills qualifications in English assess three components:

- Speaking, listening and communication.
- Reading.
- Writing.

Functional Skills English assessments will consist of speaking and listening, reading and writing tasks simulating the need for English language skills within real life contexts; including usage of spelling and grammar and presentation skills.

All English Functional Skills qualifications are examined by a summative assessment which can be paper based or online. English speaking and listening components are internally assessed but externally moderated.

Functional Skills qualifications in Information Communication Technology (ICT)

Functional Skills qualifications in ICT assess three interrelated skill areas:

- Using ICT systems.
- Finding and selecting information.
- Developing, presenting and communicating information.

Functional Skills ICT assessments will consist of tasks demanding independent use of all forms of ICT; problem solving, research and interpretation.

All ICT Functional Skills assessments require the use of a computer with Internet access – there is no paper based alternative.



Learner and Employer Testimonies

We are very happy with the training provided by Davidson training. We feel the training given has been beneficial, and has helped our apprentices through their work.

We employ a vast range of apprentices at H.E SERVICES, and Davidson training has always been informative and helpful when visiting us. We could not be happier, and would recommend Davidson training to anybody.

Pam Durey - Director - H.E.Services (Plant Hire) Ltd.

Over the past year I and 4 members of my staff have completed NVQ's with Davidson Training. I think the courses have really helped all my members of staff with all aspects of their job roles from customer service to merchandising etc. The Assessor we had was Anne Marie Barham, she was a good assessor and always came to the store when she said she would and never let us down. If we ever needed any help or assistance she was always there with her good knowledge. I hope in the near future my staff will benefit from doing another course with her.

Kelly Wade – Manager (Retail outlet)

I am so very pleased that I took the opportunity a few years back to have Davidson Training come into East Street Dental. Training has been embraced by all staff and the feedback I get from them is that they find it interesting, very informative and really enjoy it. Your assessor Rebecca is very professional in the way she delivers her training and my staff always feel at ease with her and looks forward to her visits. I am very pleased with the service your company delivers.

Carina Townsend - Practice Manager – East Street Dental

I have been working closely with Davidson Training for over 15 years and could not recommend them highly enough. Lorraine Bunyard, Managing Director was my personal assessor 16 years ago and I gained several qualifications over the following years which very much boosted my personal development. Since then, I have always recommended them to my current employer and so our relationship has continued.

Lorraine's daughter Samantha now delivers apprenticeships to my staff here at GLH. Samantha, like her mum, is a fantastic assessor and our staff have an excellent relationship with her. They really understand our business needs. The training is delivered to an exceptional standard, my staff are fully supported and have been up-skilled as a result. I look forward to our continued relationship for many years to come.

Zoe Powers - Sales and Customer Relations Director - Greater London Hire Limited

I must compliment Davidson Training UK Ltd for the excellent service this company provide. Training sessions are highly interesting, useful, challenging and productive. I am very happy with the training materials and depth of knowledge derived from the training I received. I would also like to compliment my trainer. She is very personable, knowledgeable, professional and friendly. She always shows a genuine interest in helping those around her. I have really enjoyed being part of this training company, where valuable knowledge, skills and experience will be invaluable to my career and business. Many thanks,

Ausra Sokolovskyte - (Intermediate Apprenticeship in Retail Skills)



References

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